# User Manual

# FCI HRMS

**Module Name: Performance Management System**

**Version: 2.2**

| | |
|---|---|
| **Prepared By:** | Shilpi Garg |
| **Business Owner:** | Food Corporation of India |
| **Project Manager:** | Dinesh Kumar |

# Revision History

| Date | Version | Description | Author |
|------|---------|-------------|--------|
| 19-Jan-21 | 0.1 | Initial Draft | Simran Sadana |
| 12-Mar-21 | 0.2 | Final Version | Simran Sadana |
| 03-Apr-21 | 1.0 | Including PMU Feedbacks | Simran Sadana |
| 12-May-21 | 2.0 | Including PMU Feedbacks | Simran Sadana |
| 11-Oct-22 | 2.1 | Complete Rollout Final Version | Shilpi Garg |
| 21-Nov-23 | 2.2 | Including modifications received from FCI | Shilpi Garg |

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## 1. Introduction

The HRMS (Human Resource Management System) is a type of HR software that enables the management of several HR functions through the use of information technology. An HRMS aims to improve the productivity and efficiency of the business through the automation of manual and repetitive tasks. This, in turn, also frees up the time which can then be used to address more strategic, business-critical tasks. This document is intent to contain the working and usability descriptions related to the Performance Management System processes identified and documented in System Requirement Specification document in the form of a user manual.

### 1.1. Objective

The following objectives shall be fulfilled with the user manual

- Serve as a standard document for FCI employees to gain experience in adopting the Performance Management processes in HRMS
- Provide comprehensive details about working on different Performance Management processes and managing exceptions and alerts as per different processes.
- Reveal the user experience for working with the Performance Management processes and act as a reference for users to reinforce working tactics with the Performance Management process area as per requirement.

### 1.2. Target Audience

- FCI Officers and FCI Employees

## 2. Overview

Performance management is completely policy driven, and most likely a compliance requirement for promotions, special increments etc. since APAR (Annual Performance Assessment Report) is not directly linked to job performance. Annual Performance Assessment Reports are done usually using 2 different formats, for managers (Cat I & II) and non-managers (Cat III, APAR Performa III) respectively. While Manager Appraisal is driven by self-appraisal and broadly touches up on larger objectives of FCI and integrity aspects, the non-Manager appraisal is driven by rating of Individual attributes by the Reporting Officer, i.e., ratings of specified skills that are needed to perform their tasks and compliance to minimum performance standards set. The existing PAR is questionnaire based leading to a final grading based on a 5 point scale for Managers (Outstanding, Very Good, Good, Fair, Poor) & 4 point scale for non-Managers (Very Good, Good, Fair, Poor) respectively and both lead to generating a final score (number).

Performance management will be integrated with the SPARROW system which is developed for Category I and II employees. Though HRMS Performance management will be implemented for category I, II, III and IV employees, however for

- Category I and II APAR process will be run in SPARROW.

- Category III and IV APAR process will be run in HRMS application.

Category I and II APAR ratings will be saved in HRMS application for future reference purpose.

## 3. Getting Started

### 3.1. Set Up Consideration

**OS Compatibility:** Microsoft Windows 7 and above

**Browsers Supported:** IE 9, 10+, Firefox 3.6+, Chrome 12+ on Windows, Firefox 3.6+, and Safari 4+ on Mac 10.5.7+

**Minimum Software Requirements**: IE 9, 10+ Firefox 3.6+, Chrome 12+ on Windows,

Firefox 3.6+, Safari 4+ on Mac 10.5.7+

**Minimum Hardware Requirements:** CPUs- Intel i3, RAM- 8GB, Disk Storage- 164GB (64GB for File Storage, 100GB for database storage)

### 3.2. Know Your Icons

Table 3.1 reflects the set of icons that have been used in HRMS application

| Icons | Descriptions |
|---|---|
| ✎ | It will allow editing a record. |
| ⇄ | It will allow reviewing the submitted record/request. |
| ✔ | It will allow approving the submitted record/request. |
| 👁 | It will allow viewing the details of the record/request in readable form. |
| ✅ | It will allow processing a request like Annual Increment of the employee. |
| + | It will allow defining the employee compensation i.e. salary break-up of new joined employee's. |
| 📎 | It will allow viewing the uploaded document. |

**Table 3.1 Icons**

### 3.3. User Access and Permissions

HRMS user access and permissions is managed by a specialized workflow management system that is further supplemented with roles and permissions. The User Management Process (SRS_HRMS_CH_02) has been coined as the centralized access manager where employees are provided various roles and permissions to access different set of features. Table 3.2 showcases the permission and user access provisions in general to HRMS Processes

| User Profile | Employee Self Service | | Manager Self Service | | |
|---|---|---|---|---|---|
| Permissions | View | Add* | View | Add/Edit | Approval |
| HRMS Admin | Yes | Yes | Yes | Yes | No |
| Employee (ESS) | Yes | Yes | No | No | No |
| Manager (MSS) | No | No | Yes | Yes | Yes** |
| Competent Authority | No | No | Yes | No | Yes |

**Table 3.2: User Profile and Permissions**

**\*(Add permission also provides an additional permission of Edit to update records by resubmission)**
**\*\* (A manager who is a part of the reviewing or approving authority shall be able to perform approvals)**

Table 3.3 defines the provision of different roles assigned as per the permissible architecture of HRMS application. A user role basically describes the user access of what the user can navigate around in the HRMS application. The user permissions as described in Table 3.2 combines with

user roles to allow the user to "navigate" and "perform" the nature of processes as per the delegated power.

| User Profile | Employee Self Service | | | Manager Self Service | | |
|---|---|---|---|---|---|---|
| Roles | Initiator | Reviewer | Approver | Initiator | Reviewer | Approver |
| HRMS Admin | Yes | NA | NA | Yes | No | No |
| Employee (ESS) | Yes | NA | NA | No | No | No |
| Manager (MSS)* | No | NA | NA | Yes | Yes | No |
| Competent Authority | No | NA | NA | No | Yes | Yes |

**Table 3.3 User Profile and Roles**

**\*(For some process, the manager can initiate a transaction from the MSS on behalf of the employee but not based on grounds of request)**

## 3.4. Accessing the system / System Organization and Navigation (Login, ESS and MSS)

- User shall access the HRMS application as per the shared website address (https://www.hrmsfci.in/login) and provide the credentials in the form Login ID (Employee Number) and Password as shared by FCI Computer/IT section as shown in Figure 3-1
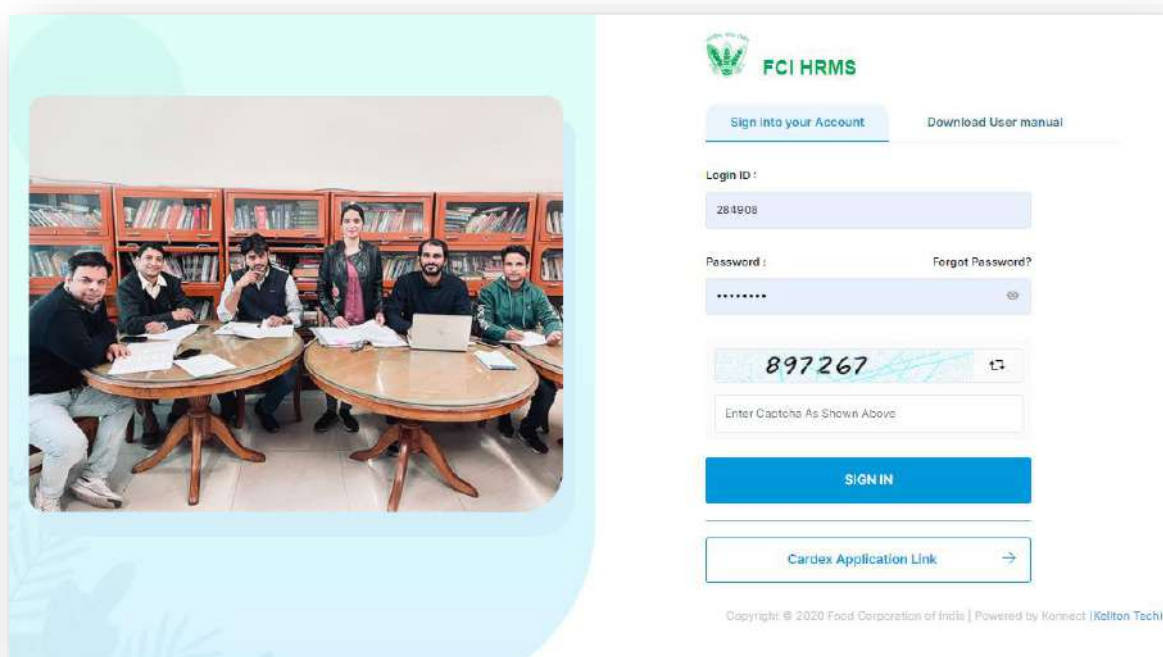


**Figure 3.1 Login Screen**

- Enter Login credentials, Captcha (Enter number here as shown in Figure 3.1) and Click on
  **SIGN IN** to Log in to the system.
- Post Login, employee will land on the Home Page as shown in Figure 3.2
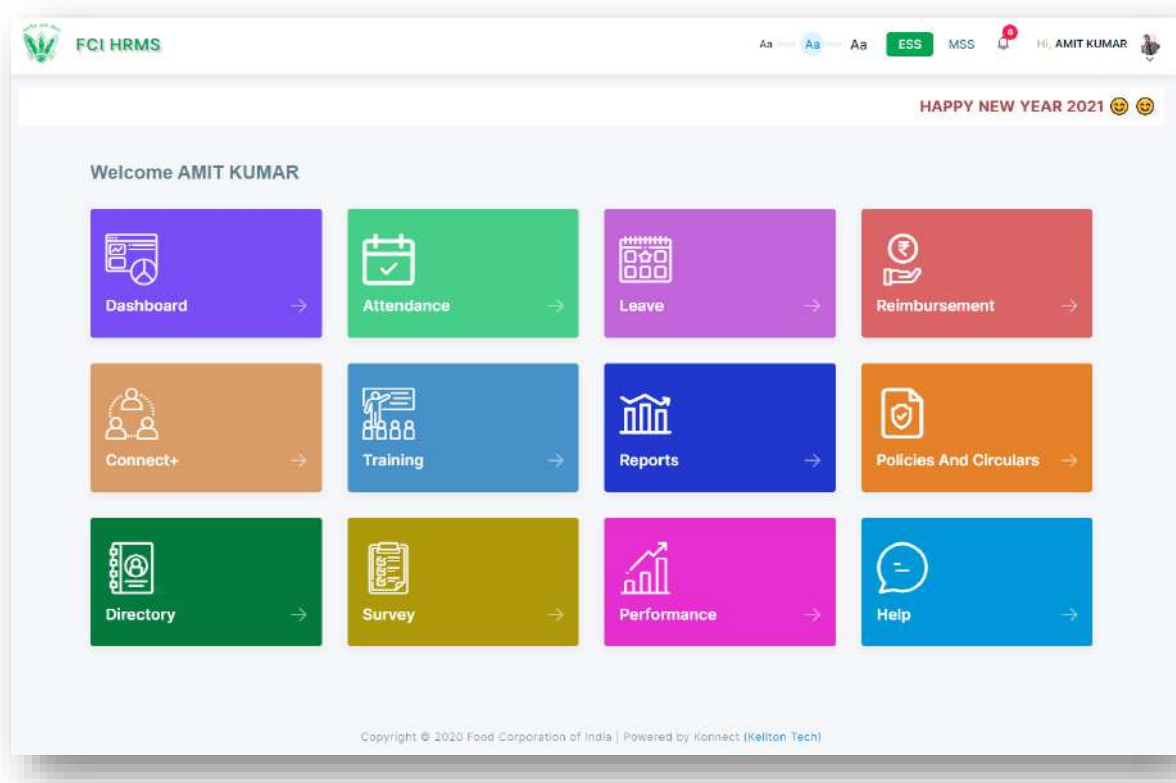
**Figure 3.2 Home Page**

- Based on the user credentials and permissions assigned to the employee, an employee shall be able to access the Employee Self Service by clicking the **Dashboard** link as shown in Figure 3.2 to land on the ESS – Employee Dashboard as shown in Figure 3.3.

## Employee Self Service (ESS) - Employee Dashboard

**Figure 3.3 ESS - Employee Dashboard**

- If an employee has been assigned the roles and responsibilities of a manager or competent authority, then by clicking the **MSS** link on the top right corner of the HRMS application as shown in Figure 3.2, the employee with the permissions of a manager shall navigate to the MSS – Manager Dashboard as shown in Figure 3.4.

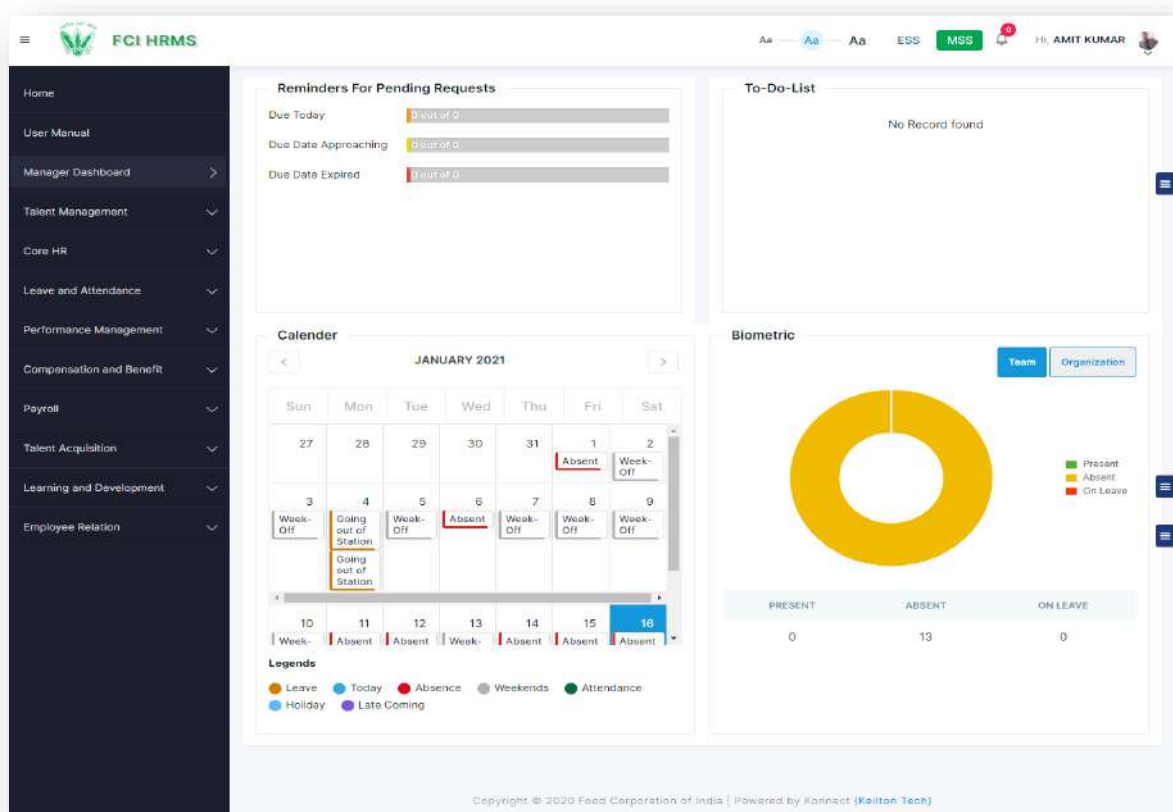## Manager Self Service (MSS Manager Dashboard)

**Figure 3.4 Manager Dashboard**

## 3.5.    Exiting the System

When the employee would like to exit from the HRMS application, then employee shall click on  Sign Out  to log out of the system as shown in Figure 3.5
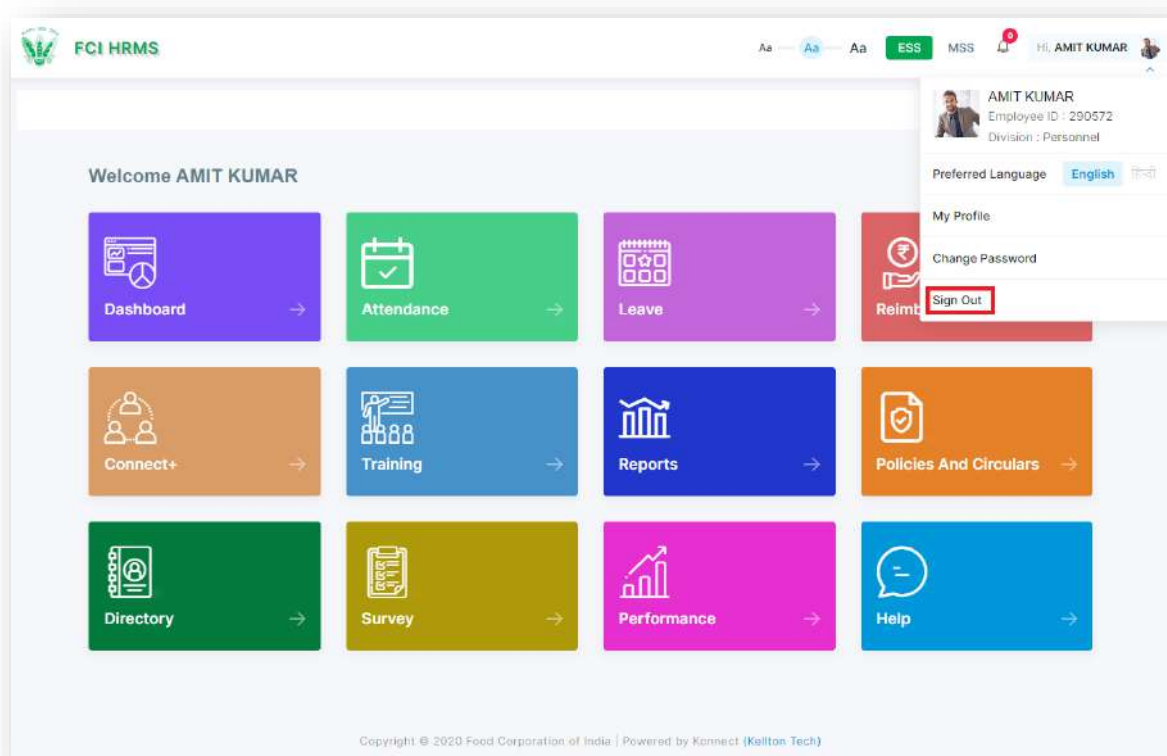
**Figure 3.5 : Sign Out**

- The user shall navigate to Login Page as shown in Figure 3.5 on successful log out.
- An employee shall automatically logout from the application if it remains idle due to inactivity for a longer period of time (approx. 20 minutes)

## 3.6. HRMS Login Configuration

HRMS Login are handled using OAuth 2.0 protocol. The user credentials entered by user is passed on internet to HRMS System for validation and after successful validation a token is generated and shared to the application to use it at the time of every new server interaction to validate the user credentials. The login activity has few timeout settings as illustrated below.

- **Access token Lifespan** – These is the setting for capturing the lifespan of Access token before it gets expired. Before access token gets expired a refresh process is triggered to get the new access token to keep the session alive until user logout of the session. Default is set to 1 hour.

- **SSO Session Idle** - These is the setting for time a user session can be idle before it gets expired. Default is set to 1 hour.

These are timeout settings implemented at Key cloak IAM interface.

## 4. Using the System

Performance management is completely policy driven, and most likely a compliance requirement for promotions, special increments etc. since APAR (Annual Performance Assessment Report) is not directly linked to job performance. Annual Performance Assessment Reports are done usually

using 2 different formats, for managers (Cat I & II) and non-managers (Cat III, APAR Performa III) respectively. While Manager Appraisal is driven by self-appraisal and broadly touches up on larger objectives of FCI and integrity aspects, the non-Manager appraisal is driven by rating of Individual attributes by the Reporting Officer, i.e., ratings of specified skills that are needed to perform their tasks and compliance to minimum performance standards set. The existing PAR is questionnaire based leading to a final grading based on a 5 point scale for Managers (Outstanding, Very Good, Good, Fair, Poor) & 4 point scale for non-Managers (Very Good, Good, Fair, Poor) respectively and both lead to generating a final score (number).

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## 4.1. Annual Assessment

The CR cell of FCI keeps track and maintains a repository of APARs for all employees at respective offices. The performance assessment starts with the distribution of a pre-defined performance assessment report template, as per which an employee fills the IPR under Annual Assessment form and then the form is passed on to a number of reporting, reviewing and accepting authorities for final ratings that are recorded.

### 4.1.1. Navigation

**Left Navigation:** Performance Management >>Annual Assessment

### 4.1.2. Landing Page

Employee shall traverse the navigation as mentioned in Section 4.1.1. to reach the Annual Assessment Landing Page as shown in Figure 4-1
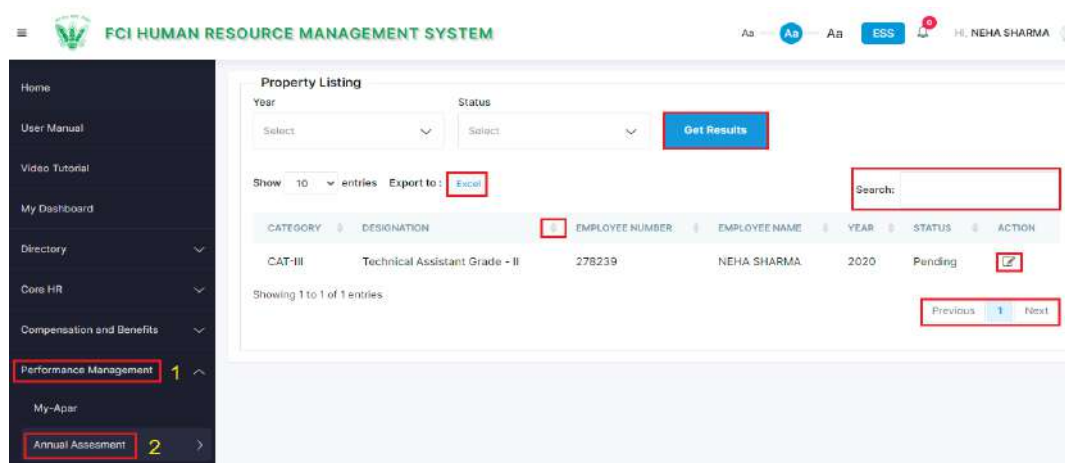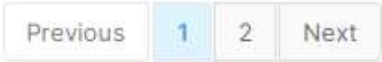


Figure 4-1: Annual Assessment

HRMS Employee shall be able to perform the following activities from the landing page:

- Click on **Get Results** to apply the available filters.

- Click on Excel to export the table records in Excel as per table columns.

- Click on Search: to enter a search query that shall search the table records.

- Click on to sort the table records in ascending order or descending order of entries.

- Click on Previous 1 2 Next to navigate table records

- Click on to edit an existing record in the table as mentioned in Section 4.1.3 – Edit Annual Assessment.

### 4.1.3. Edit Annual Assessment

Click on to open Edit Annual Assessment popup as shown in Figure 4-2

Figure 4-2: Edit Annual Assessment

Enter the details and click on [ Submit ] such that a success message will be shown in the Annual Assessment Landing Page for updating the existing record.



### 4.1.4. Reporting Annual Assessment

On Submitting the record, the record will move to the Reporting Officer as shown in the figure 4-3.

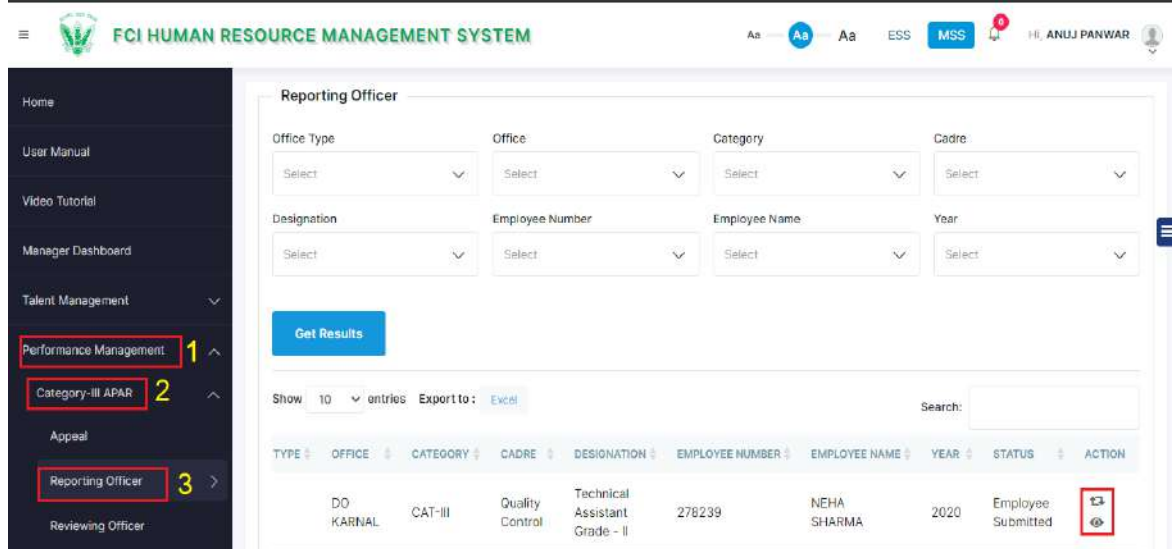Figure 4-3: Annual Assessment Review

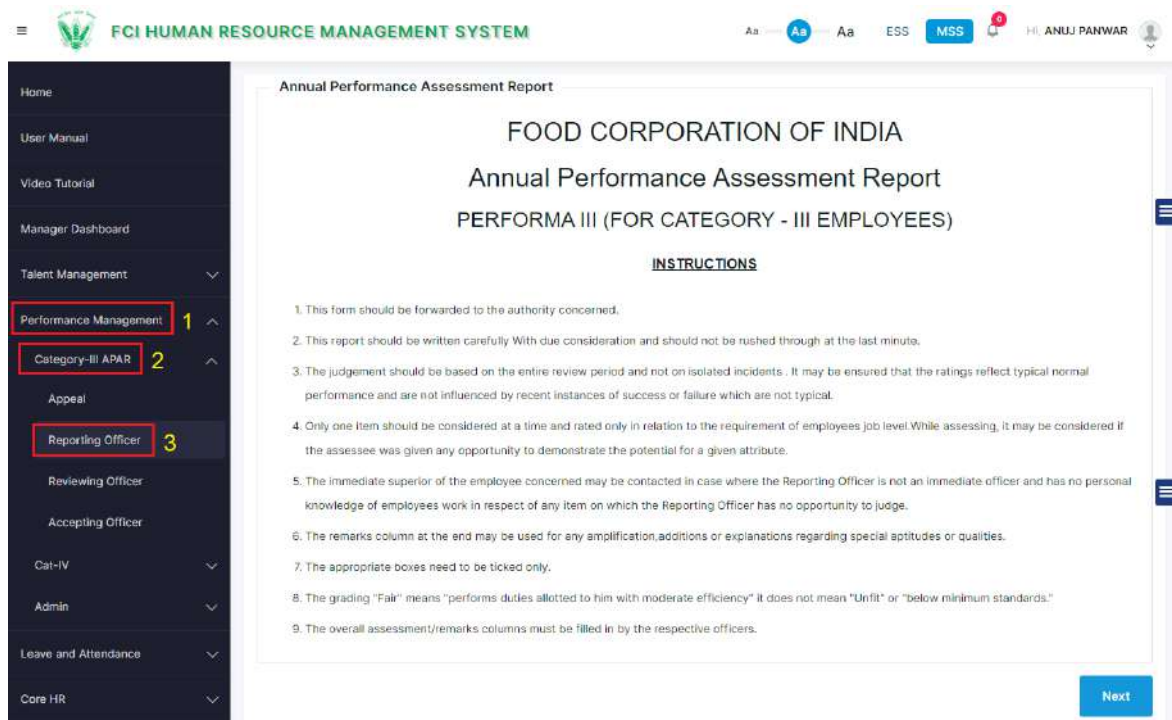Click on 🔁 to open the Review form as shown in Figure 4-6



Figure 4-4 Annual Assessment Reporting Officer Review (Instruction Page)

Employee will click on the [Next] button and will land on the figure 4-5.

Figure 4-5 Annual Assessment Reporting Officer Review (Employee Property View)

Employee will click on the **Next** button and will land on the figure 4-6.

Figure 4-6 Annual Assessment Reporting Officer Review (Grading)

Enter the details and click on Submit such that a success message will be shown.

The success message shall be displayed as:



### 4.1.5. Reviewing Annual Assessment

Click on ⊡ to open the Review form as shown in Figure 4-6
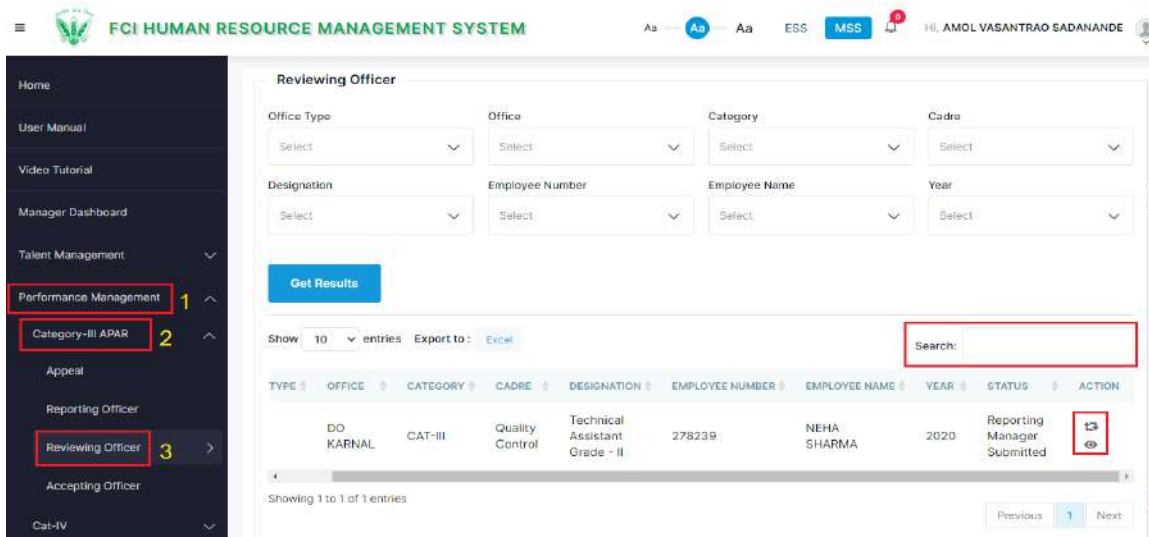
Figure 4-7 Reviewing Annual Assessment Reviewing Officer Landing

On clicking the screen shall be displayed as figure 4-8.



Figure 4-8 Reviewing Annual Assessment Reviewing Officer Review (Instruction Page)

Employee will click on the [Next] button and will land on the figure 4-9.

Figure 4-9 Reviewing Annual Assessment Reviewing Officer Review (Employee Property Page)

Employee will click on the [Next] button and will land on the figure 4-10.

Figure 4-10 Reviewing Annual Assessment Reviewing Officer Review (Reporting Officer Grading View)

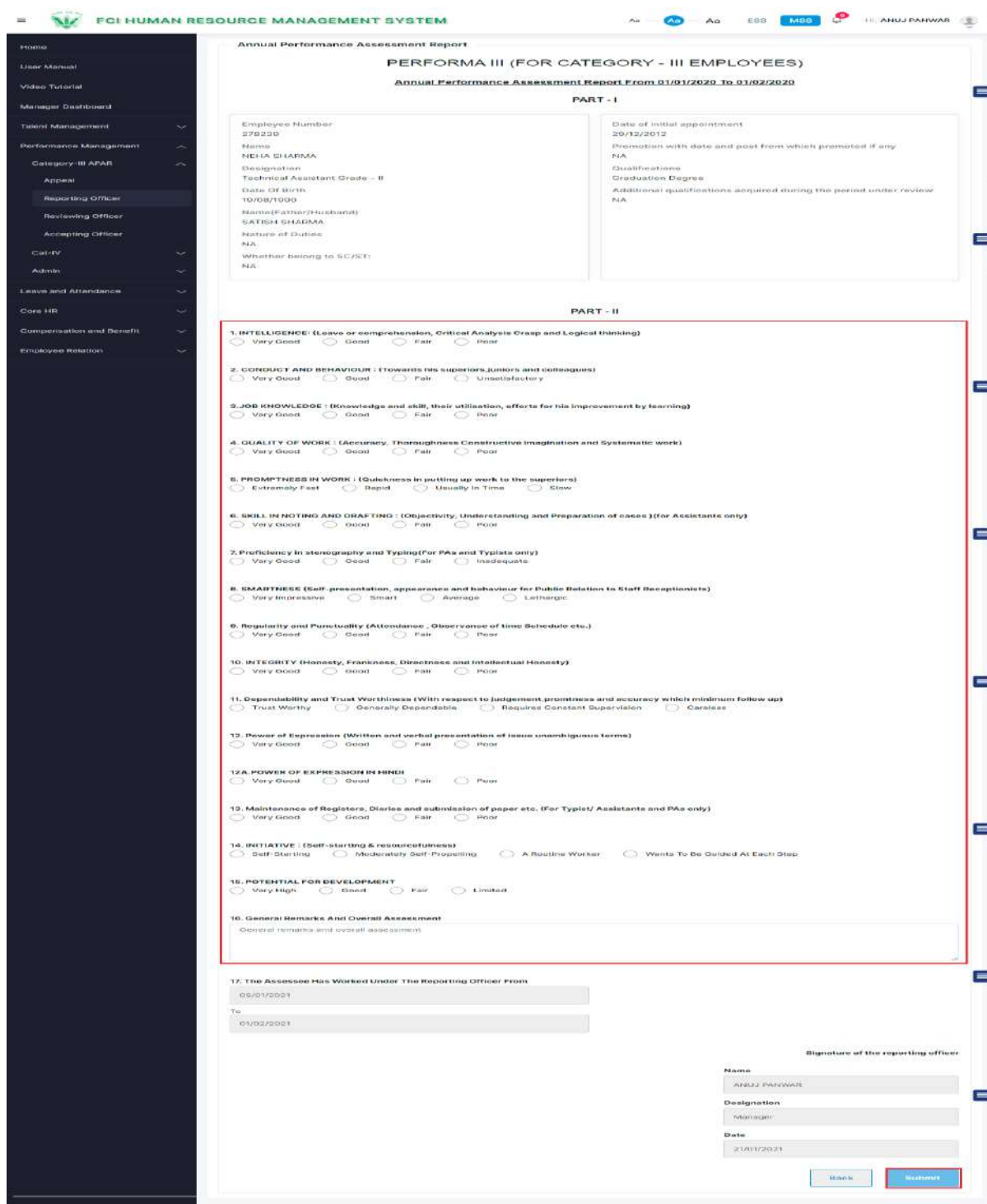Employee will click on the [Next] button and will land on the figure 4-11.

Figure 4-11 Reviewing Annual Assessment Reviewing Officer Review Page (Grading)

Enter the details and click on [Submit] such that a success message will be shown.

The success message shall be displayed as:

Success! Record has been submitted successfully                                                    x

### 4.1.6.   Accepting Annual Assessment

Click on ✓ to open the Review form as shown in Figure 4-6



Figure 4-12 Accepting Annual Assessment Review (Landing page)
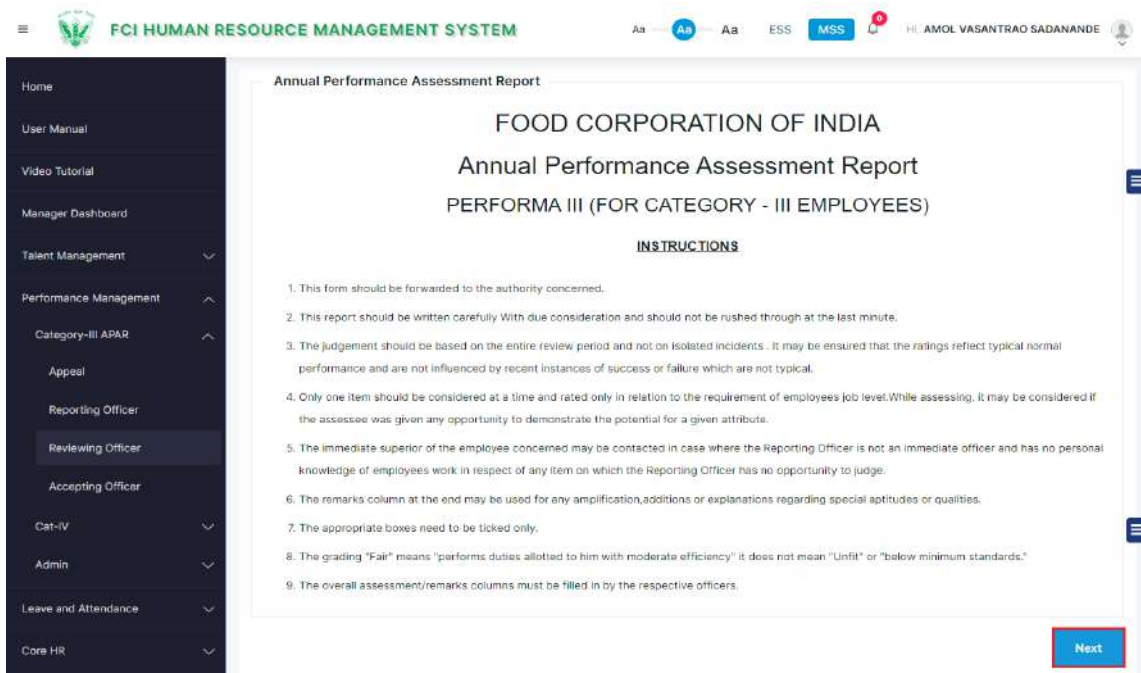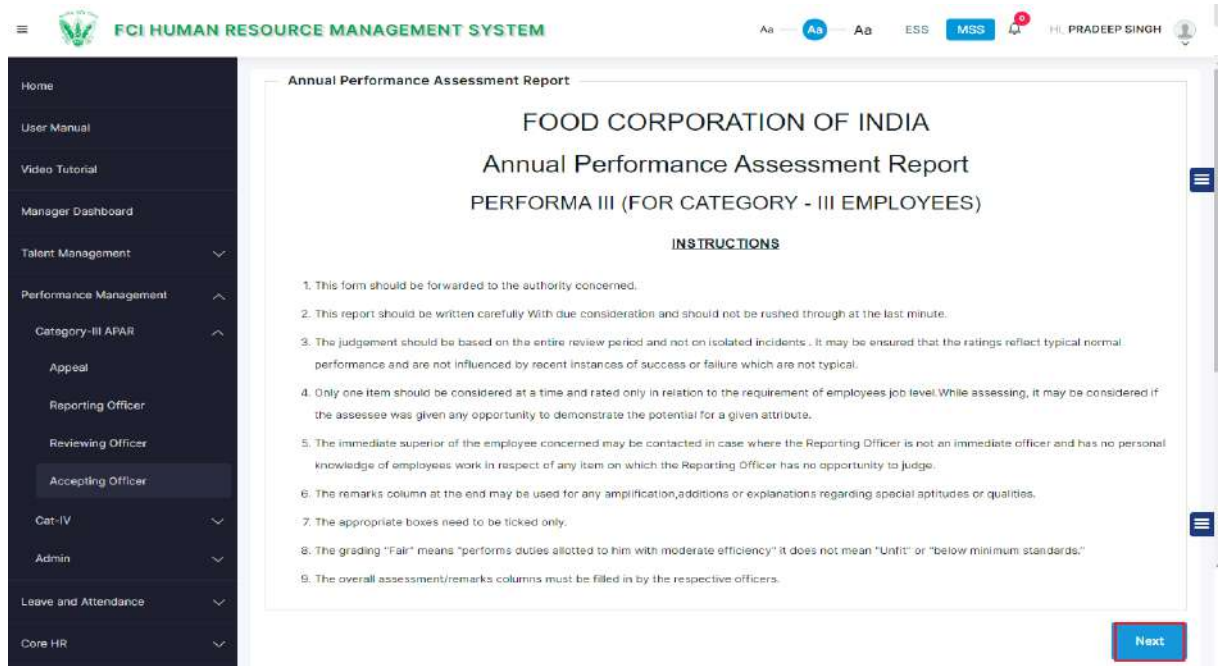
Figure 4-13 Accepting Annual Assessment Review (Instruction page)

Employee will click on the [Next] button and will land on the figure 4-14.

Figure 4-14 Accepting Annual Assessment Review (Employee Property View)

Employee will click on the [Next] button and will land on the figure 4-15.

Figure 4-15 Accepting Annual Assessment Review (Reporting Officer Grading View)

Employee will click on the [Next] button and will land on the figure 4-16.
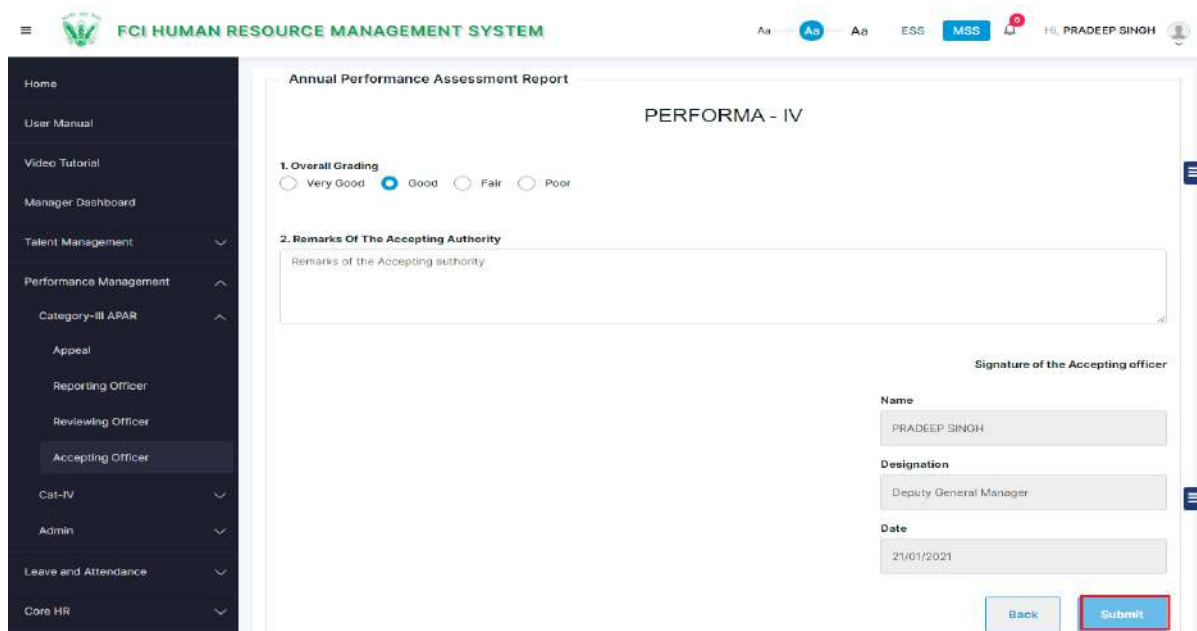
Figure 4-16 Accepting Annual Assessment Review (Reviewing Officer Grading View)

Employee will click on the [Next] button and will land on the figure 4-17.



Figure 4-17 Accepting Annual Assessment Review (Final Grading)

Enter the details and click on [Submit] such that a success message will be shown.

The success message shall be displayed as:

## 4.2.    My APAR

As the accepting officer, accepts the review remarks of the reporting and reviewing officer for that particular CAT-III employee, the employee shall be able to accept or reject the remarks.

### 4.2.1.   Navigation

**Left Navigation:** Performance Management >> My APAR

### 4.2.2.   Landing Page

Employee shall traverse the navigation as mentioned in Section 4.2.1. to reach the My APAR Landing Page as shown in Figure 4-18
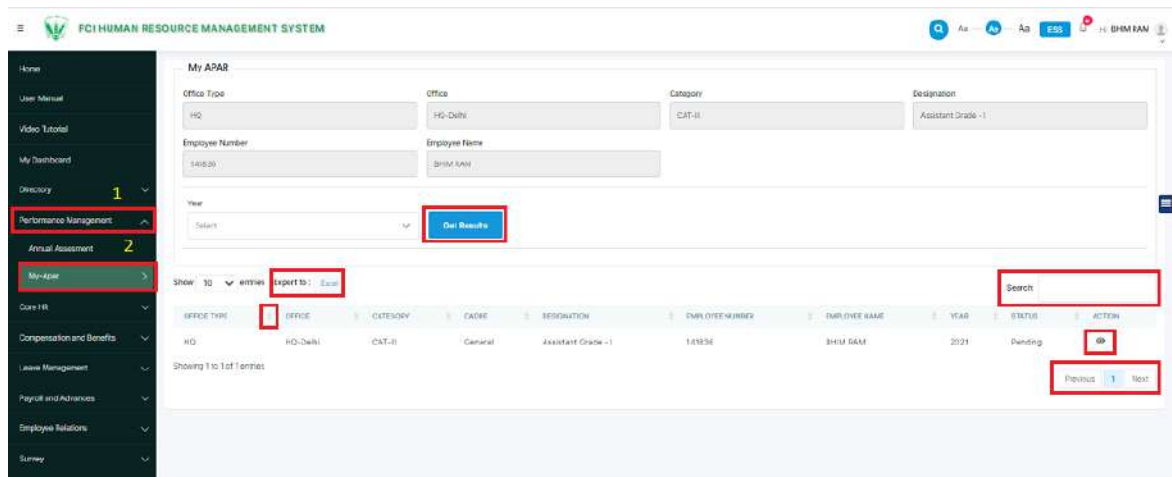


Figure 4-18 My APAR

HRMS Employee shall be able to perform the following activities from the landing page:

- Click on **Get Results** to apply the available filters.

- Click on **Excel** to export the table records in Excel as per table columns.

- Click on **Search:** to enter a search query that shall search the table records.

- Click on ↕ to sort the table records in ascending order or descending order of entries.

- Click on **Previous 1 2 Next** to navigate table records

Click on 👁 to take the particular step on the APAR report as shown in figure 4-19.

Figure 4-19 My APAR(Appeal/Reject)

On clicking **Accept** button, the employee will accept the remarks and the APAR for that particular employee will be closed.

On clicking **Reject** button, the employee will be able to appeal for that particular report.

### 4.2.3. Represent

Employee shall traverse the navigation as **Performance Management>>My APAR** to reach the My APAR Landing Page as shown in Figure 4-20.
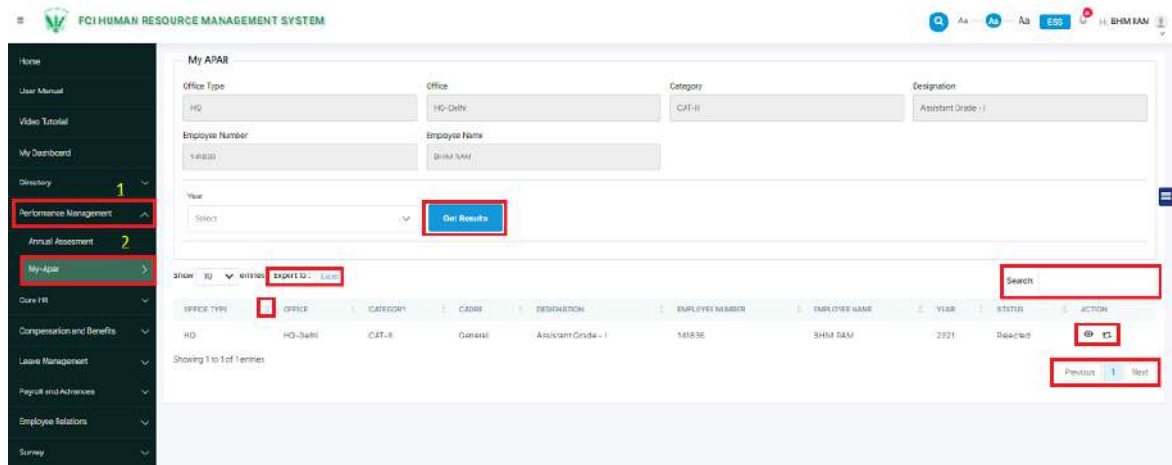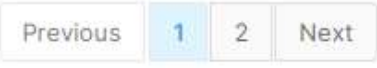


Figure 4-20 My APAR

HRMS Employee shall be able to perform the following activities from the landing page:

- Click on **Get Results** to apply the available filters.

- Click on **Excel** to export the table records in Excel as per table columns.

- Click on **Search:** to enter a search query that shall search the table records.

- Click on ▲▼ to sort the table records in ascending order or descending order of entries.

- Click on **Previous 1 2 Next** to navigate table records

Click on 🖺 to add the Represent on the APAR report as shown in figure 4-21.

Figure 4-21 Represent

The employee will add the remarks and click on the [Appeal] button.

The success message shall be displayed as:



On clicking the represent request will be send to the Reporting officer of the accepting officer to take the official steps over that represent.

## 4.3. Probation Flow

As the employee completes it 10 months of probation, the Reporting Officer of that particular employee will be able to raise a request by adding the remarks for the employee in regards of their service in the probation period.

### 4.3.1. Navigation

**Left Navigation:** MSS>> Performance Management >> Probation CAT-III APAR >> Reporting Officer

### 4.3.2. Reporting Officer

Employee shall traverse the navigation as mentioned in Section 4.3.1. to reach the Reporting Officer Landing Page as shown in Figure 4-22



Figure 4-22 Reporting Officer

HRMS Employee shall be able to perform the following activities from the landing page:

- Click on **Get Results** to apply the available filters.

- Click on Excel to export the table records in Excel as per table columns.

- Click on Search: [ ] to enter a search query that shall search the table records.

- Click on ▲▼ to sort the table records in ascending order or descending order of entries.

- Click on Previous 1 2 Next to navigate table records.

The reporting officer will click on the 🔁 icon to initiate the request

### 4.3.3.   Reporting Officer Remarks

On clicking the 🔁 icon reporting officer will add the remarks as shown in figure 4-232.
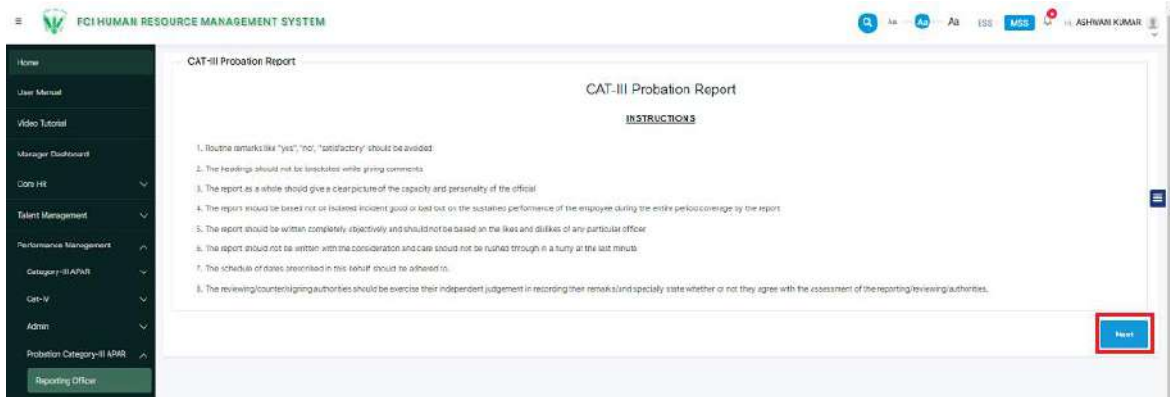


Figure 4-23 CAT-III Probation Report (Instruction Screen)

Employee will click on the [ Next ] button and will land on the figure 4-24.

Figure 4-24 CAT-III Probation Report (Remark Screen)

The reporting officer will add the remarks and click [Submit] on the button. On clicking the success message will be displayed on the Reporting Officer screen.

The success message will be displayed as:

Success! Record has been submitted successfully

### 4.3.4. Reviewing Officer

Employee shall traverse the navigation as **MSS>> Performance Management >> Probation CAT-III APAR >> Reviewing Officer** to reach the Reviewing Officer Landing Page as shown in Figure 4-25
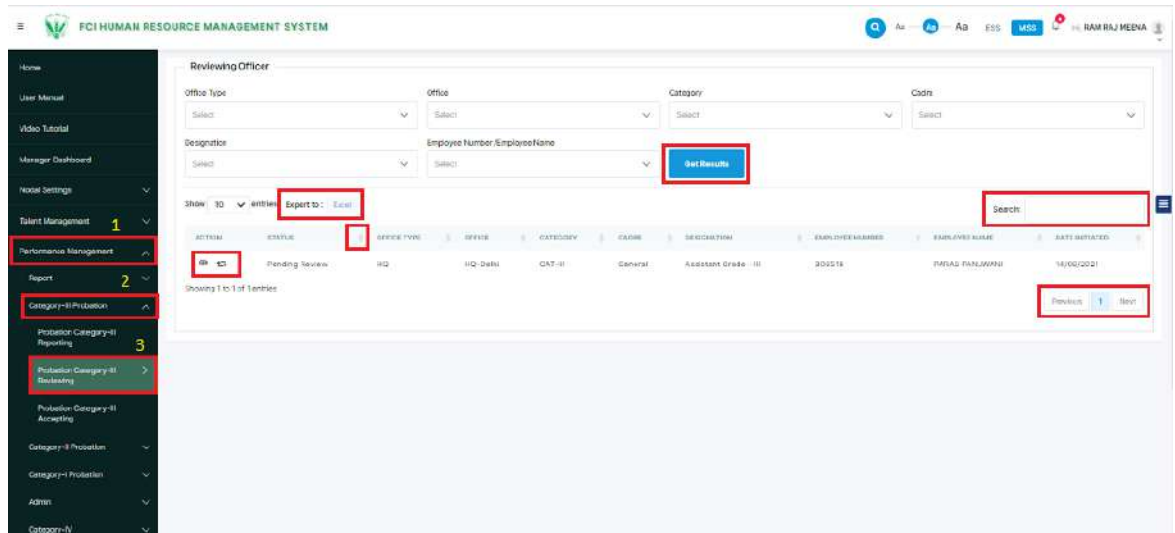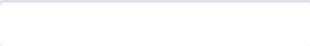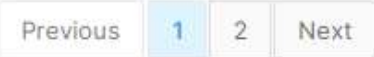


Figure 4-25 Reviewing Officer

HRMS Employee shall be able to perform the following activities from the landing page:

- Click on **Get Results** to apply the available filters.

- Click on **Excel** to export the table records in Excel as per table columns.

- Click on **Search:** to enter a search query that shall search the table records.

- Click on to sort the table records in ascending order or descending order of entries.

- Click on **Previous 1 2 Next** to navigate table records.

The reviewing officer will click on the icon to review the request.

### 4.3.5. Reviewing Officer Remarks

On clicking the icon reporting officer will add the remarks as shown in figure 4-26.
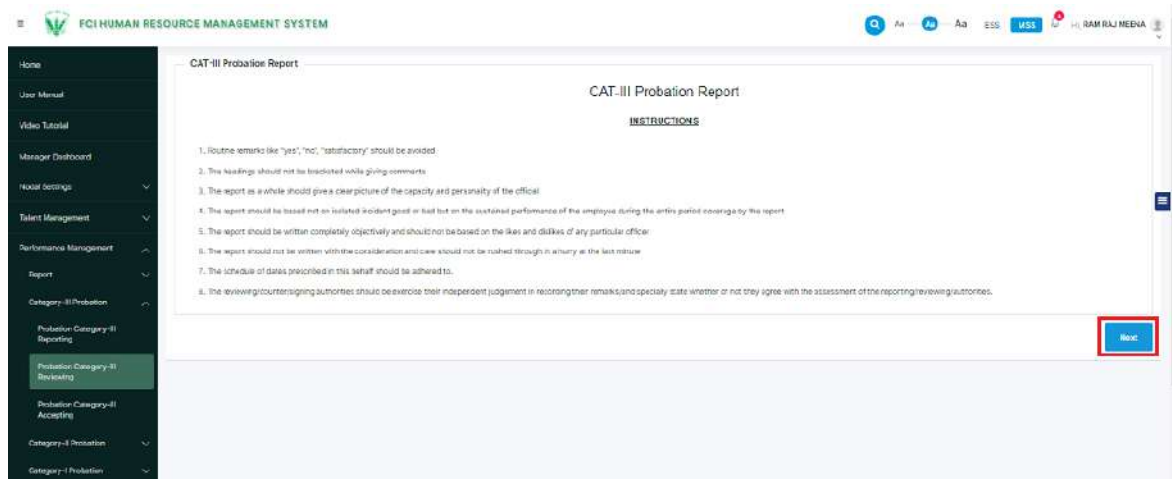
Figure 4-26 CAT-III Probation Report (Instruction Screen)

Employee will click on the [Next] button and will land on the figure 4-27.

Figure 4-27 CAT-III Probation Report (Reporting Officer Remarks Screen)

Employee will click on the [ Next ] button and will land on the figure 4-28.
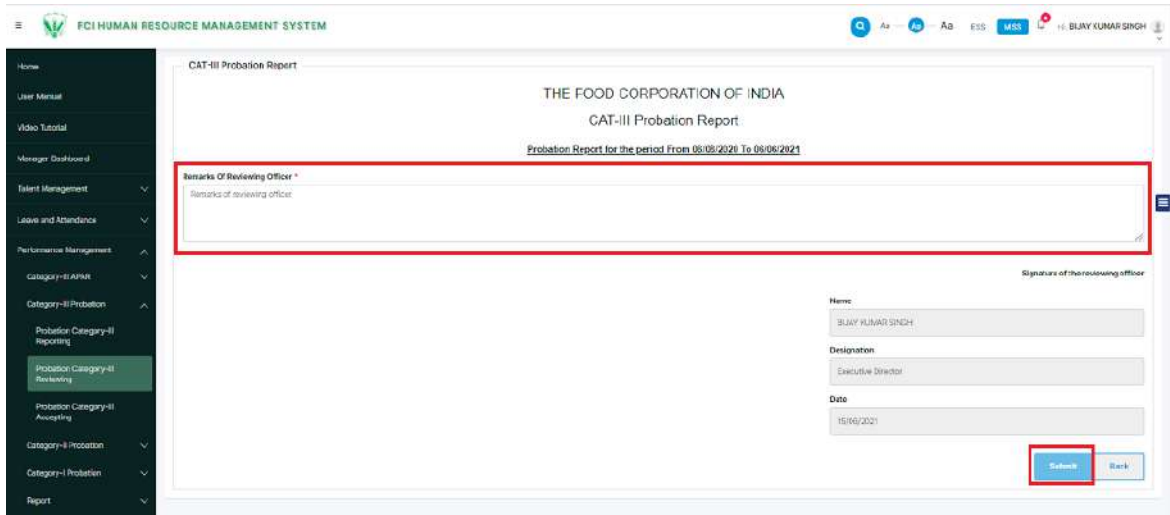
Figure 4-28 CAT-III Probation Report (Reviewing Officer Remarks Screen)

The reviewing officer will add the remarks and click on the [Submit] button. On submitting the success message shall be displayed on the Reviewing officer screen.

The screen shall be displayed as:

**Success!** Record has been submitted successfully

### 4.3.6. Accepting Officer

Employee shall traverse the navigation as **MSS>> Performance Management >> Probation CAT-III APAR >> Accepting Officer** to reach the Accepting Officer Landing Page as shown in Figure 4-29.
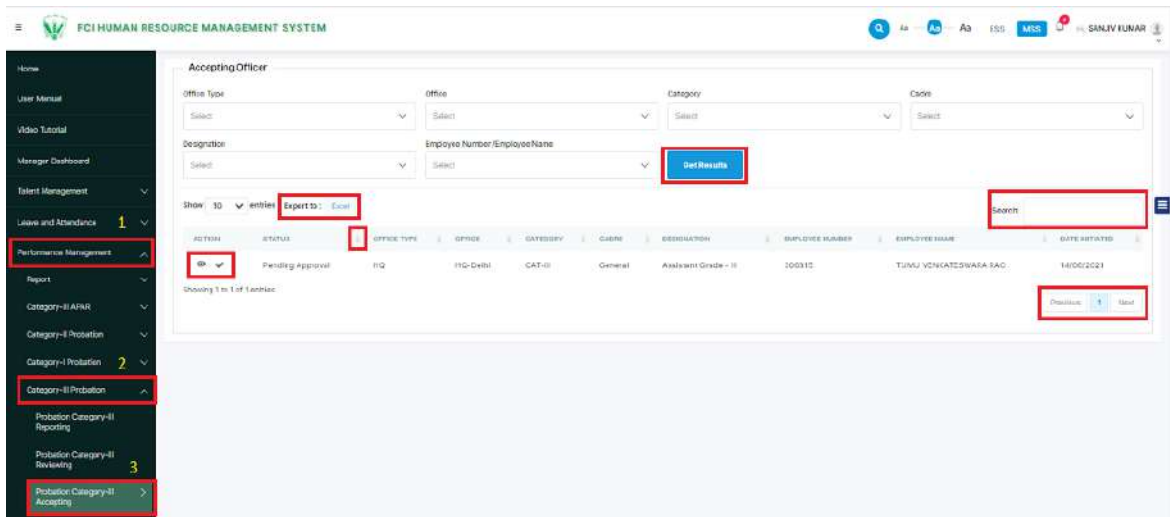


Figure 4-29 Reviewing Officer

HRMS Employee shall be able to perform the following activities from the landing page:

- Click on [Get Results] to apply the available filters.

- Click on [Excel] to export the table records in Excel as per table columns.

Search:

- Click on [ ] to enter a search query that shall search the table records.

- Click on [ ] to sort the table records in ascending order or descending order of entries.

- Click on Previous 1 2 Next to navigate table records.

The reviewing officer will click on the ⌄ icon to review the request.

### 4.3.7. Accepting Officer Remarks

On clicking the ⌄ icon reporting officer will add the remarks as shown in figure 4-30.
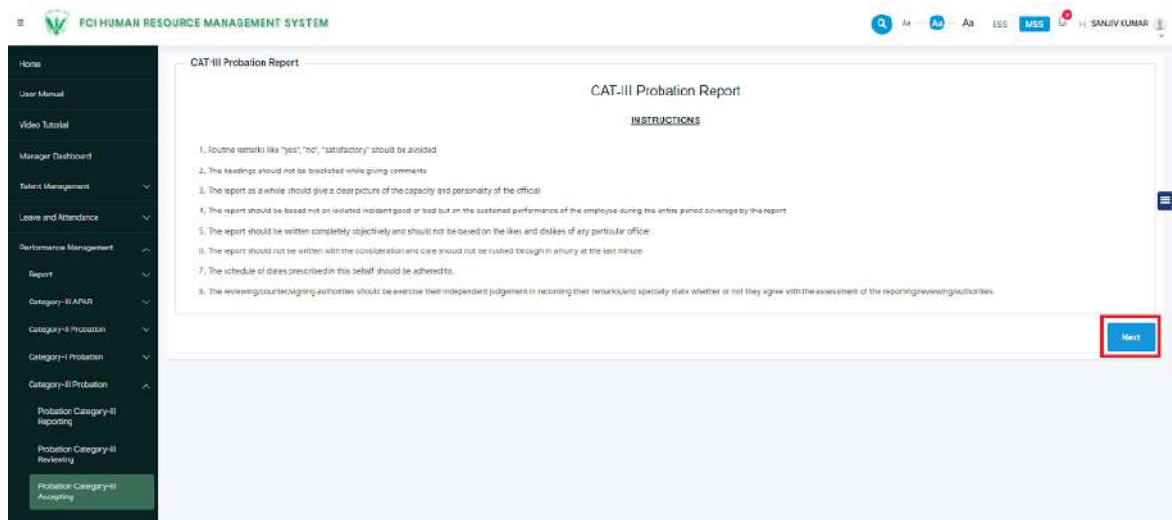


Figure 4-30 CAT-III Probation Report (Instruction Screen)

Employee will click on the **Next** button and will land on the figure 4-31.

Initiative and resourcefulness *

Initiative and resourcefulness

Devotion to duty and industry *

Devotion to duty and industry

Promptness and accuracy in doing work *

Promptness and accuracy in doing work

Reliability *

Reliability

Punctuality *

Punctuality

Amenability to discipline *

Amenability to discipline

Temperament and relation with fellow employees *

Temperament and relation with fellow employees

### For Assistants Etc.

Submission of cases in proper order (referencing and page numbering of notes etc.)

Submission of cases in proper order (referencing and page numbering of notes etc.)

Maintenance of reference books files papers etc. in tidy condition

Maintenance of reference books files papers etc. in tidy condition

Skill in noting and drafting

Skill in noting and drafting

Ability to handel intricate cases

Ability to handel intricate cases

### For PAs & Stenographer

Speed and accuracy in shorthand and transcription

Speed and accuracy in shorthand and transcription

Speed and accuracy in typewriting

Speed and accuracy in typewriting

Trustworthiness in secret and confidential matters

Trustworthiness in secret and confidential matters

General usefulness to the officer

General usefulness to the officer

Initiative and tact in dealing with phone calls and visitors

Initiative and tact in dealing with phone calls and visitors

### For Clerks/Typists

Speed and accuracy in work

Speed and accuracy in work

Maintainance of Registers , Diaries etc. in proper

Maintainance of Registers , Diaries etc. in proper

Submission of returns in time

Submission of returns in time

For Receptionist

Does/he/she appear smart and show courtesy and good manners towards visitors?

Does/he/she appear smart and show courtesy and good manners towards visitors?

Is/he/she tactful in dealing with telephone calls and visitors?

Is/he/she tactful in dealing with telephone calls and visitors?

For Library Assistants

Trustworthiness in handling the books of the Corporation

Trustworthiness in handling the books of the Corporation

Keeping of book Etc. in tidy condition

Keeping of book Etc. in tidy condition

Specific (for all categories)

Knowledge of procedures and regulation

Knowledge of procedures and regulation

Aptitude for particulars type of work

Aptitude for particulars type of work

specially good work done during the year

specially good work done during the year

Correctional

Defects noticed if any

Defects noticed if any

Action taken by the reporting officer to guide

Action taken by the reporting officer to guide

Action taken by the reporting officer to guide

Action taken by the reporting officer to guide

Suitability for the present job

Suitability for the present job

Fitness for promotion to next higher grade.

Fitness for promotion to next higher grade.

Is he/she good material for development ? (i.e can he/she considered for accelerated promotion ?)

Is he/she good material for development ? (i.e can he/she considered for accelerated promotion ?)

General Remarks *

Signature of the reporting officer

Name

AMIT KUMAR

Designation

Assistant General Manager

Date

17/06/2021

Back    Submit

Figure 4-31 CAT-III Probation Report (Reporting Officer Remarks Screen)

Employee will click on the [Next] button and will land on the figure 4-32.
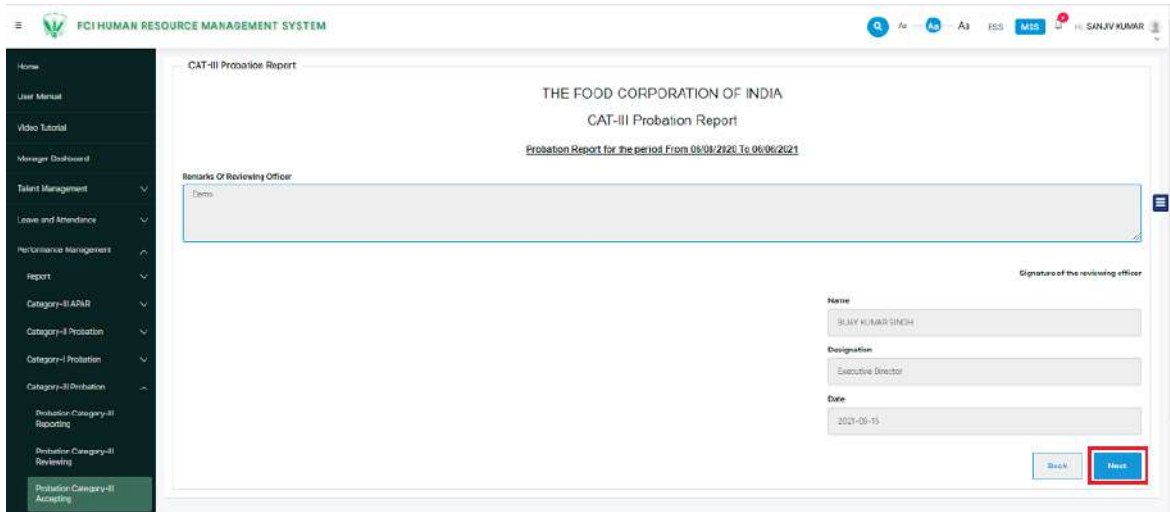
Figure 4-32 CAT-III Probation Report (Reviewing Officer Remarks Screen)

Employee will click on the [Next] button and will land on the figure 4-33.
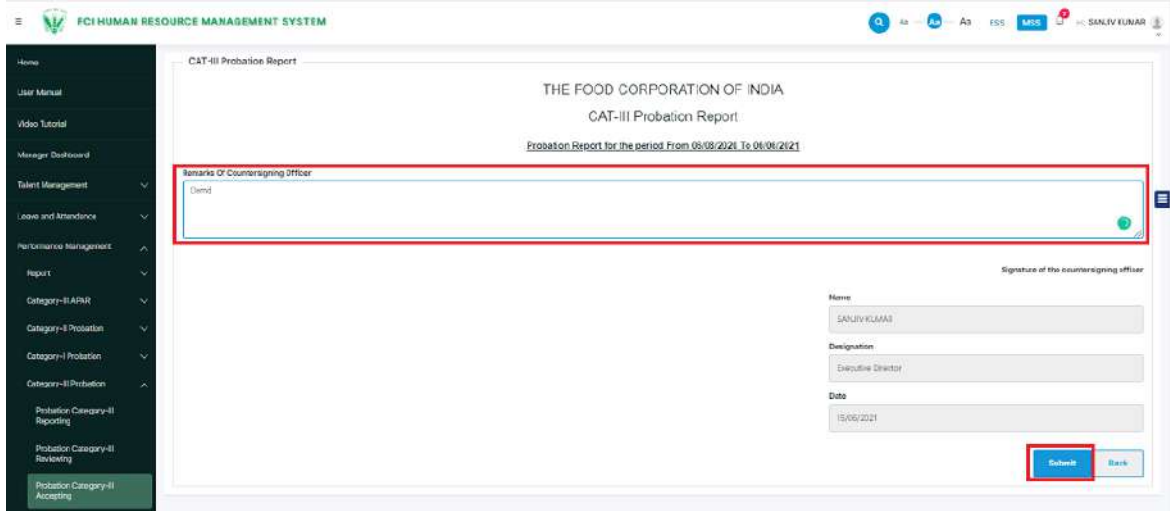


Figure 4-33 CAT-III Probation Report (Accepting Officer Remarks Screen)

The accepting officer will add the remarks and click on the [Submit] button. On submitting the success message shall be displayed on the Accepting officer screen.

The screen shall be displayed as:



Success! Record has been submitted successfully

## 4.4. CAT-IV Special Report

In case of the Category-IV employees, as there is no yearly APAR but a special report can be generated by the Reporting officer of that particular employee in some significant cases like promotion.

### 4.4.1. Navigation

**Left Navigation:** MSS>> Performance Management >> Category-IV>>Category-IV Special Report

### 4.4.2. Landing Page

Employee shall traverse the navigation as mentioned in Section 4.4.1. to reach the Reporting Officer Landing Page as shown in Figure 4-34.



Figure 4-34 Reporting Officer

HRMS Employee shall be able to perform the following activities from the landing page:

- Click on **Get Results** to apply the available filters.

- Click on **Excel** to export the table records in Excel as per table columns.

- Click on **Search:** to enter a search query that shall search the table records.

- Click on to sort the table records in ascending order or descending order of entries.

- Click on **Previous 1 2 Next** to navigate table records

Click on **Add** to generate the special report as shown in figure 4-35.

Figure 4-35 Special Report

Reporting officer will search for that Category-IV employee and add the relevant remarks and click on the Submit button.

On clicking the success message will be displayed as:

Success! Request has been submitted successfully

## 4.5. Employee Probation (Confirmation)

As soon as the accepting officer will submit the remarks for the probationary employee, that particular request will be transferred to the Manager (Personnel) of that particular office to raise that request for the approval and letter generation.

### 4.5.1. Navigation

**Left Navigation:** MSS>> Core HR >> Employee Probation >> Employee Probation

### 4.5.2. Landing Page

Employee shall traverse the navigation as mentioned in Section 4.5.1. to reach the Reporting Officer Landing Page as shown in Figure 4-36.
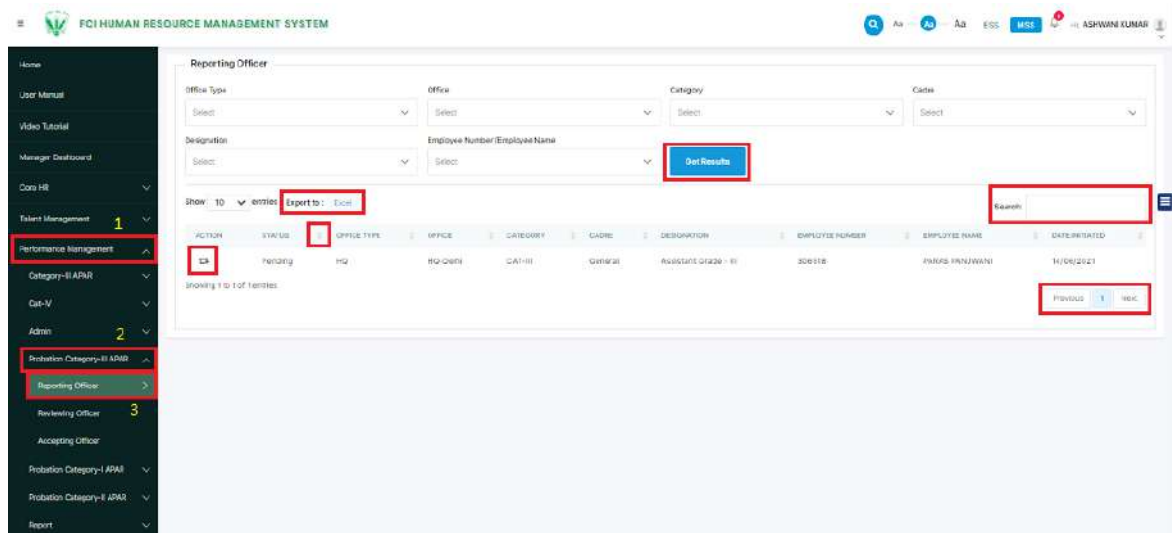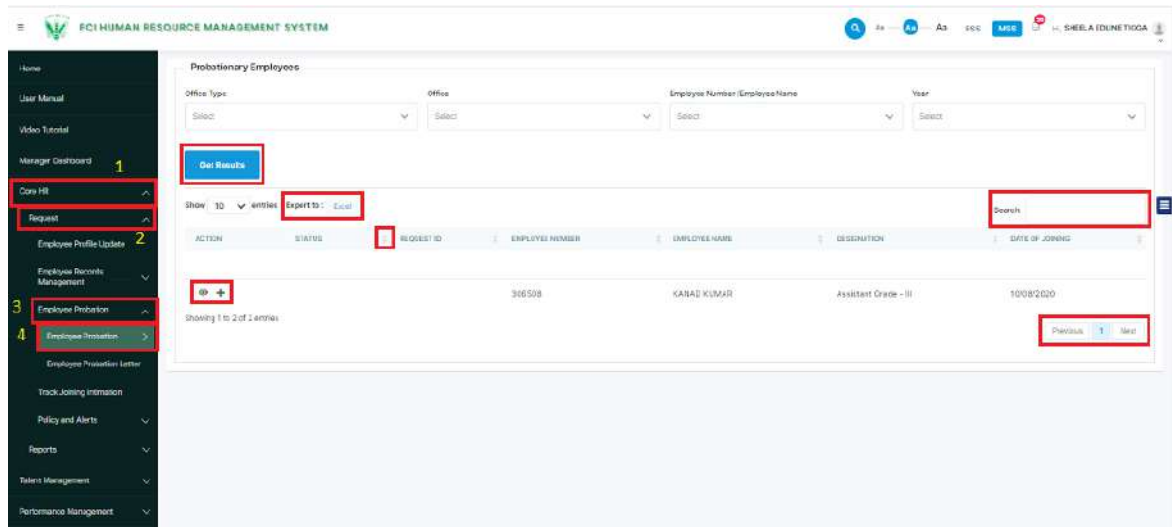


Figure 4-36 Probationary Employee

HRMS Employee shall be able to perform the following activities from the landing page:

- Click on **Get Results** to apply the available filters.

- Click on **Excel** to export the table records in Excel as per table columns.

- Click on **Search:** to enter a search query that shall search the table records.

- Click on ⇕ to sort the table records in ascending order or descending order of entries.

- Click on **Previous 1 2 Next** to navigate table records.

The manager personnel will click on the + icon to initiate the request

### 4.5.3. Request for probationary employee

On clicking the + icon, the request will be initiated as shown in figure 4-37.
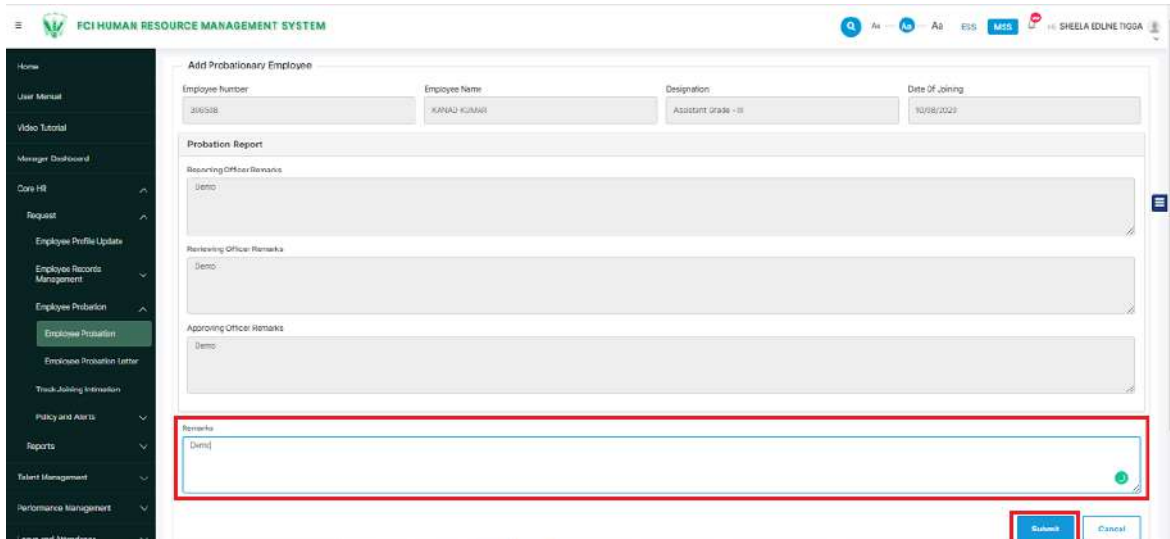
Figure 4-37 Add Probationary Employee

On adding the remarks, the manager (personnel) shall add the remarks and click on the
**Submit** button.

On clicking the submit button the success message shall be displayed as:



### 4.5.4. Dispatch Request for probationary employee-Landing

The submitted request will be listed in the Dispatcher's landing screen as shown in figure
4.38
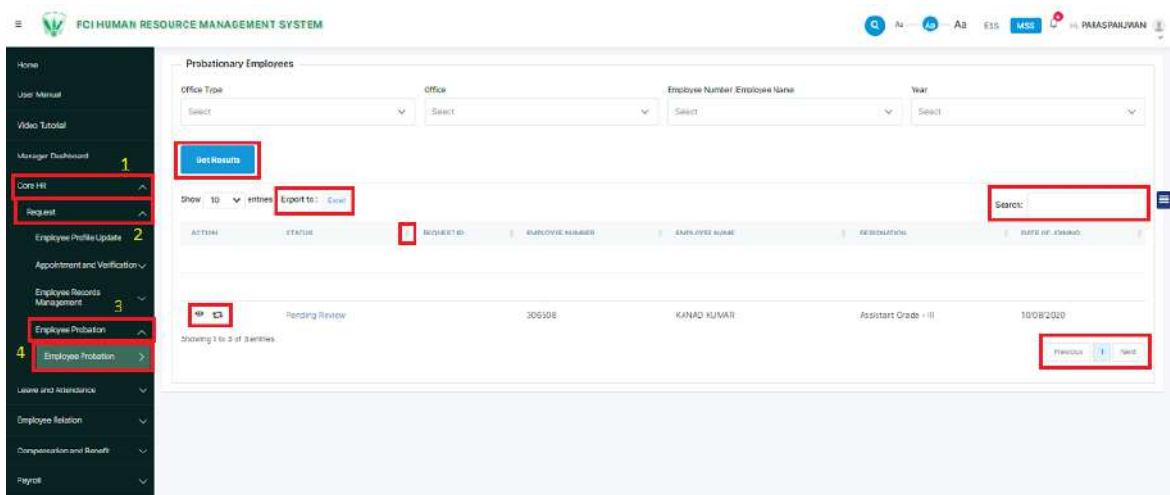


Figure 4-38 Probationary Employee Dispatcher Landing

Click on [icon] to land on dispatch the request as shown in figure 4.39

### 4.5.5. Dispatch Request for probationary employee



Figure 4-39 Probationary Employee Dispatch request

Dispatcher shall be able to perform the following activities from the dispatch screen.

- Click on **View Action History** to view the action.
- **Add Reviewer** link functionality has been explained in Common Functionalities. **[Please Refer Section 5.1.1 for Add Reviewer].**
- Click on **Dispatch** to review the request and a success message will be displayed.

The success message will be displayed as:

Request has been dispatched successfully.                                                              ×

### 4.5.6. Review Request for probationary employee-Landing

The submitted request will be listed in the Reviewer's landing screen as shown in figure 4.40.
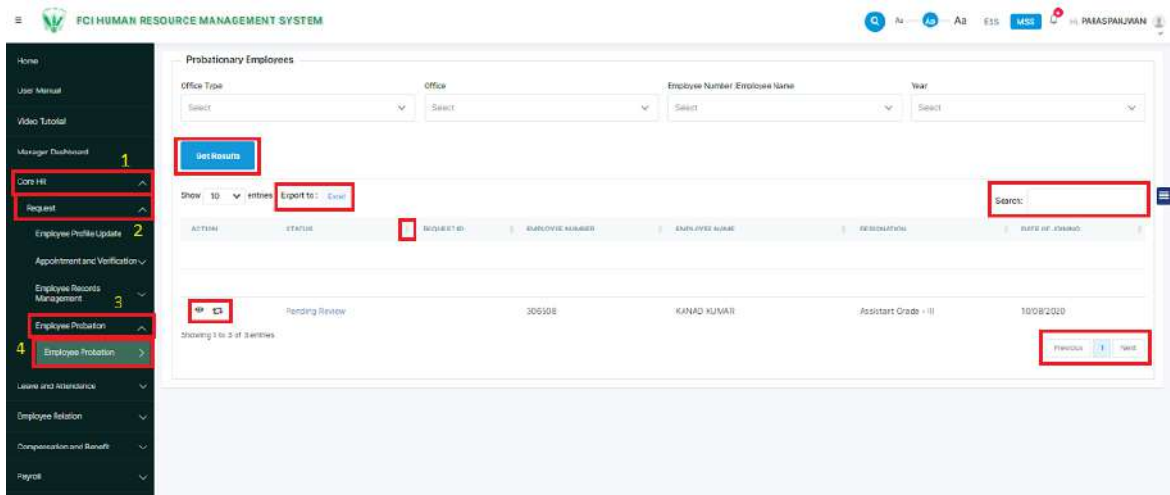
Figure 4-40 Probationary Employee Reviewer Landing

Click on ⇄ to land on dispatch the request as shown in figure 4.41

### 4.5.7. Review Request for probationary employee
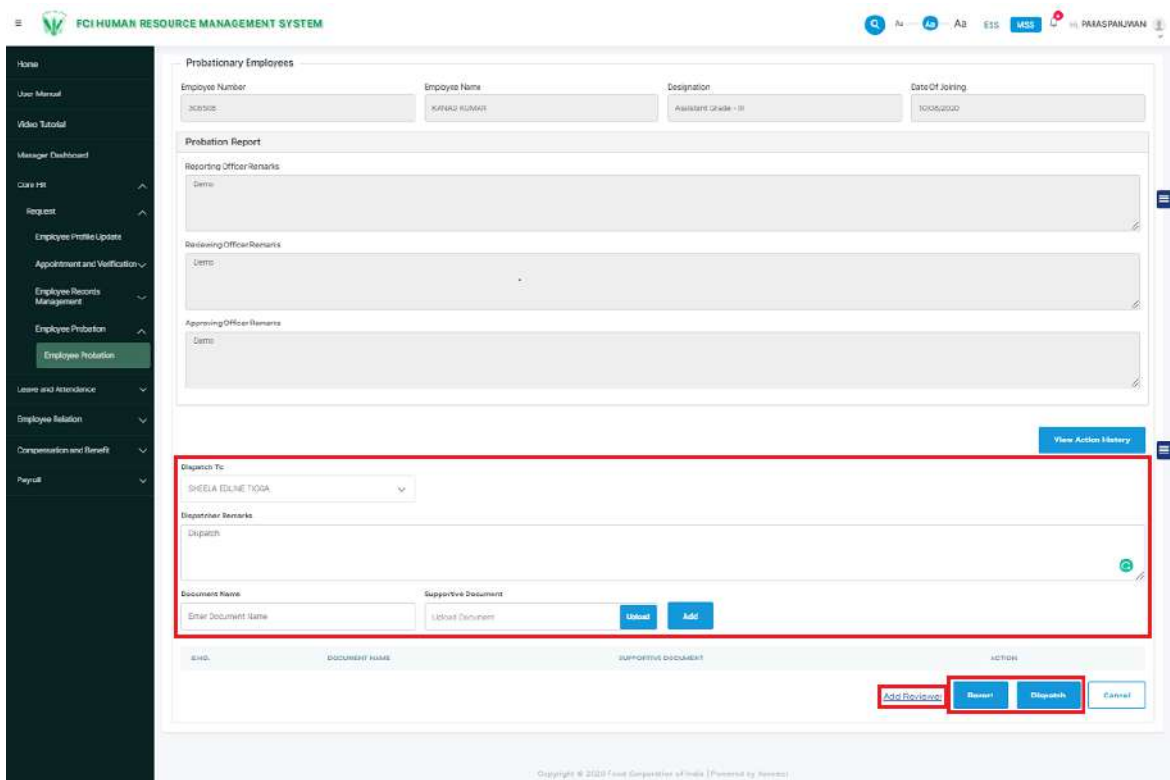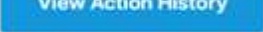


Figure 4-41 Probationary Employee Review request.

Reviewer shall be able to perform the following activities from the Review Page.

- Click on **View Action History** to view the action taken on the request.
- **Add Reviewer** link functionality has been explained in Common Functionalities.
  **[Please Refer Section 5.1.1 for Add Reviewer]**
- **Selective Revert** link functionality has been explained in Common Functionalities. **[Please Refer Section 5.1.2 for Selective Revert]**

- Click on [Review] to review the request.

- Click on [Revert] to revert the request back to the initiator, this request will be listed in the landing page of Initiator.

The success message will be displayed as:

Success! Request has been reviewed successfully

### 4.5.8. Approve Request for probationary employee-Landing

The submitted request will be listed in the Approver's landing screen as shown in figure 4.42.
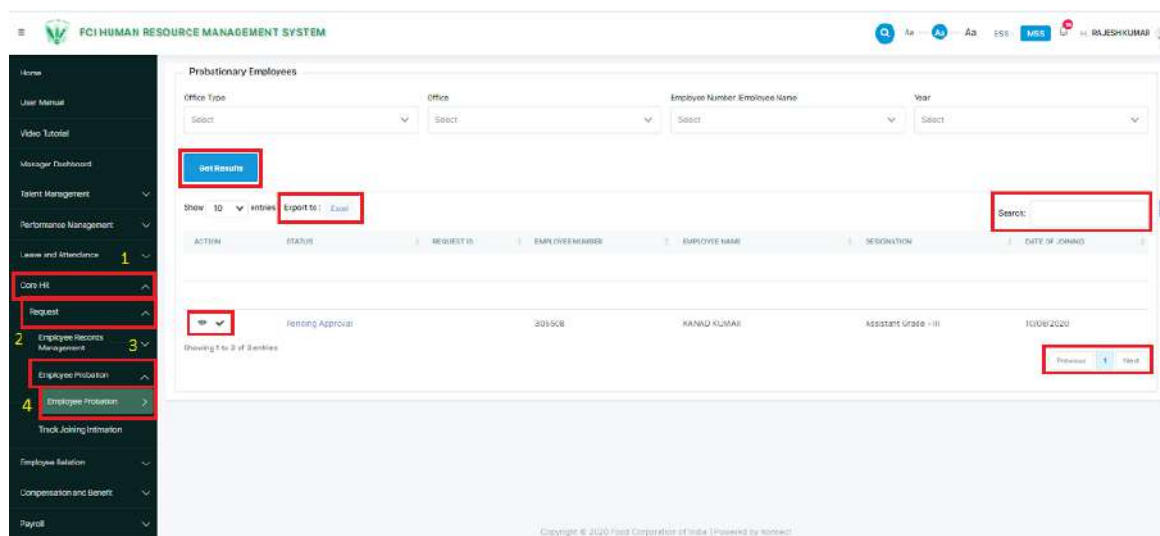


Figure 4-42 Probationary Employee Approver Landing

Click on ✔ to land on dispatch the request as shown in figure 4.43

4.5.9.  Approve Request for probationary employee
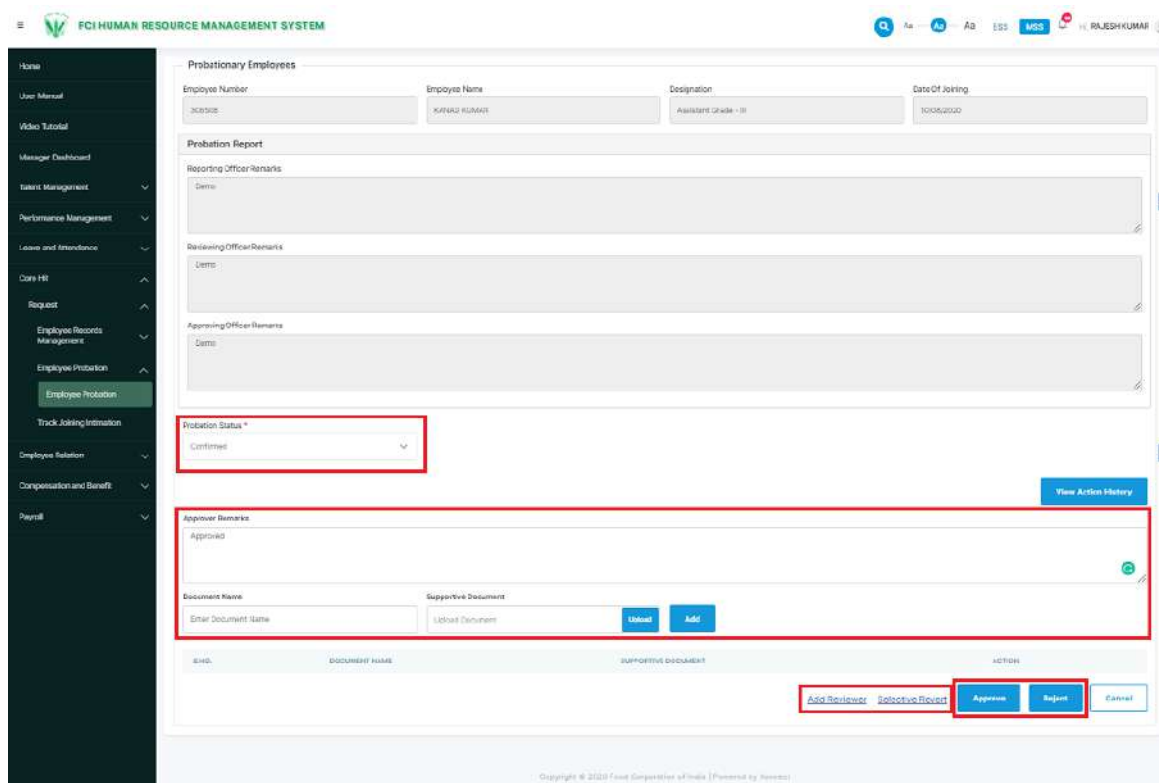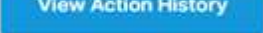


Figure 4-43 Probationary Employee Approve request.

Approver shall be able to perform the following activities from the Approval Page.

- Click on **View Action History** to view the action taken on the request.
- **Add Reviewer** link functionality has been explained in Common Functionalities. **[Please Refer Section 5.1.1 for Add Reviewer]**
- **Selective Revert** link functionality has been explained in Common Functionalities. **[Please Refer Section 5.1.2 for Selective Revert]**
- Click on **Approve** to approve the request.
- Click on **Reject** to reject the request back to the initiator, this request will be listed in the landing page of Initiator with "Rejected" status.

The success message will be displayed as:

Success! Request has been approved successfully.

**NOTE:** File shall be forwarded to the concerned Reviewing / Competent Authority as per the delegation of power defined in DOP master. DOP master is the dynamic process to configure the file movement.

4.5.10.  Employee Probation Letter Landing

On the approving of the request, the request shall be displayed to the manager (Personnel) for the generation of the letter as shown in the figure 4-44.
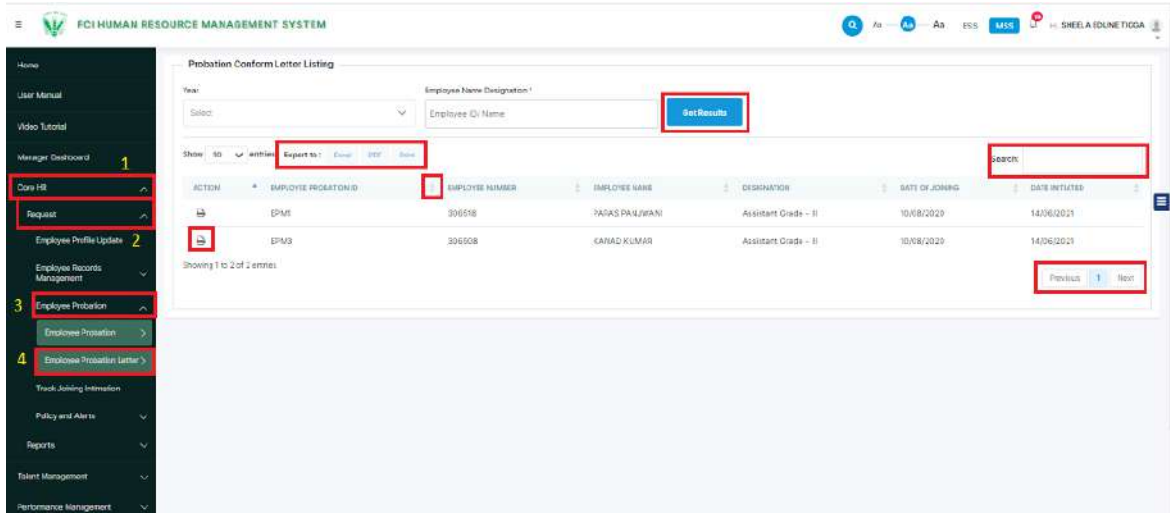
Figure 4-44 Probation Employee Letter Listing

On clicking the 🖶 icon, manager shall be able to generate the letter

### 4.5.11. Employee Probation Letter Generation

On clicking 🖶 manager will land on the letter screen as shown in figure 4-45.



Figure 4-45 Generate Office Order

On filling the relevant information, the manager shall click on the [Print] button. On clicking the manager will be redirected to the Aadhaar screen as shown in the figure 4-46.

Figure 4-46 Aadhaar Information

Manager shall update the required fields and click on the "Submit" button.

On clicking the success message shall be displayed as:



## 4.6. Define Probation Workflow

In case any of the probationary employees have wrong reporting, reviewing or accepting officer allocated there in the workflow, the correct one can be added or updated using this process.

### 4.6.1. Navigation

**Left Navigation:** MSS>>Nodal Settings>>Processes>>Probation Period Workflow

### 4.6.2. Landing Page

Employee shall traverse the navigation as mentioned in Section 4.6.1. to reach the Nodal Officer Landing Page as shown in Figure 4-47.



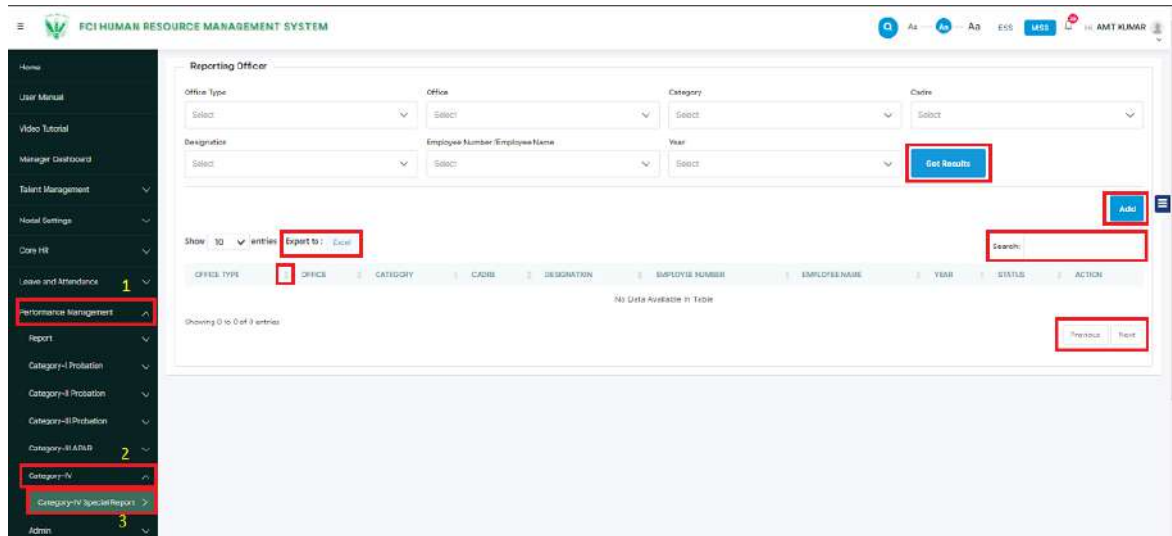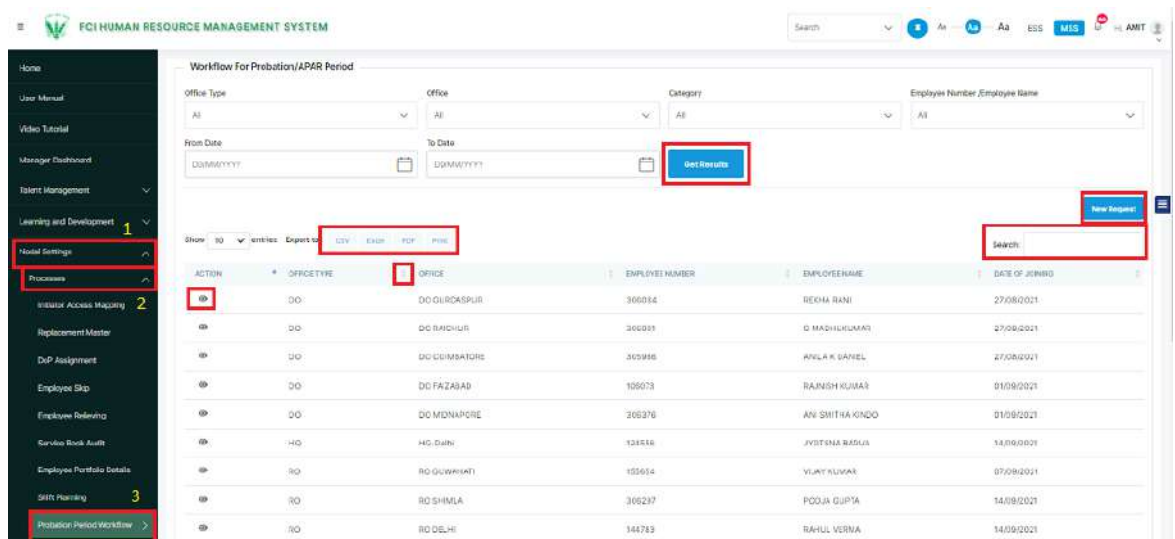Figure 4-47 Probation Workflow

HRMS Employee shall be able to perform the following activities from the landing page:

- Click on **Get Results** to apply the available filters.

- Click on **Excel** to export the table records in Excel as per table columns.

- Click on **Search:** [____] to enter a search query that shall search the table records.

- Click on ⇕ to sort the table records in ascending order or descending order of entries.

- Click on **Previous | 1 | 2 | Next** to navigate table records

Click on **Add** to initiate the request as shown in figure 4-48.

Figure 4-48 Define Probation Workflow

Nodal officer will update or add the reporting, reviewing or accepting officer and click on the
**Submit** button.

On submitting the request alert message will be displayed as a pop-up will the important message that "The changes will be reflected in the officer's login after 24 hours of the updation."
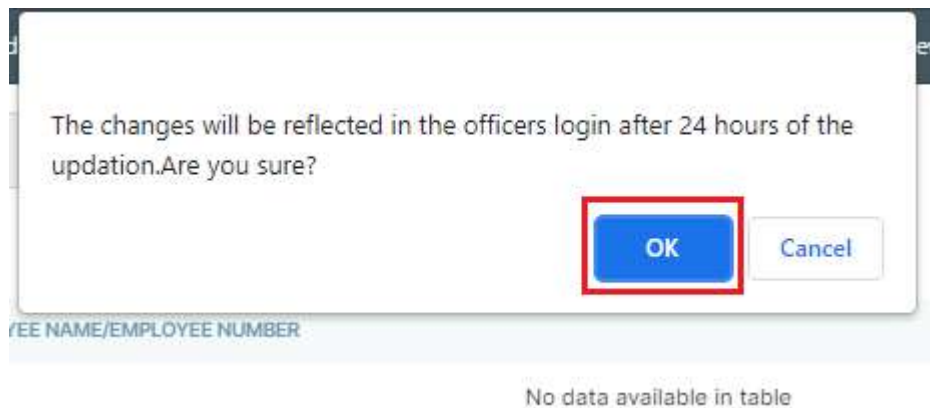


Figure 4-49 Alert Message

On clicking the success message will be displayed as:

Success! The changes will be reflected in the officers login after 24 hours of the updation.          ✕

# 5.  Common Functionalities

## 5.1.1.  Add Reviewer

Add reviewer is the functionality by which the competent authority can add an officer in case of additional recommendations or remarks while processing the requests initiated, either by an employee or on administrative grounds. The benefit of this functionality is

that within a fixed delegation of power FCI users of personnel division account division and vigilance division can assign a request for clarifications to the needful authority.

To add an additional reviewer click on **Add Reviewer** link as shown below
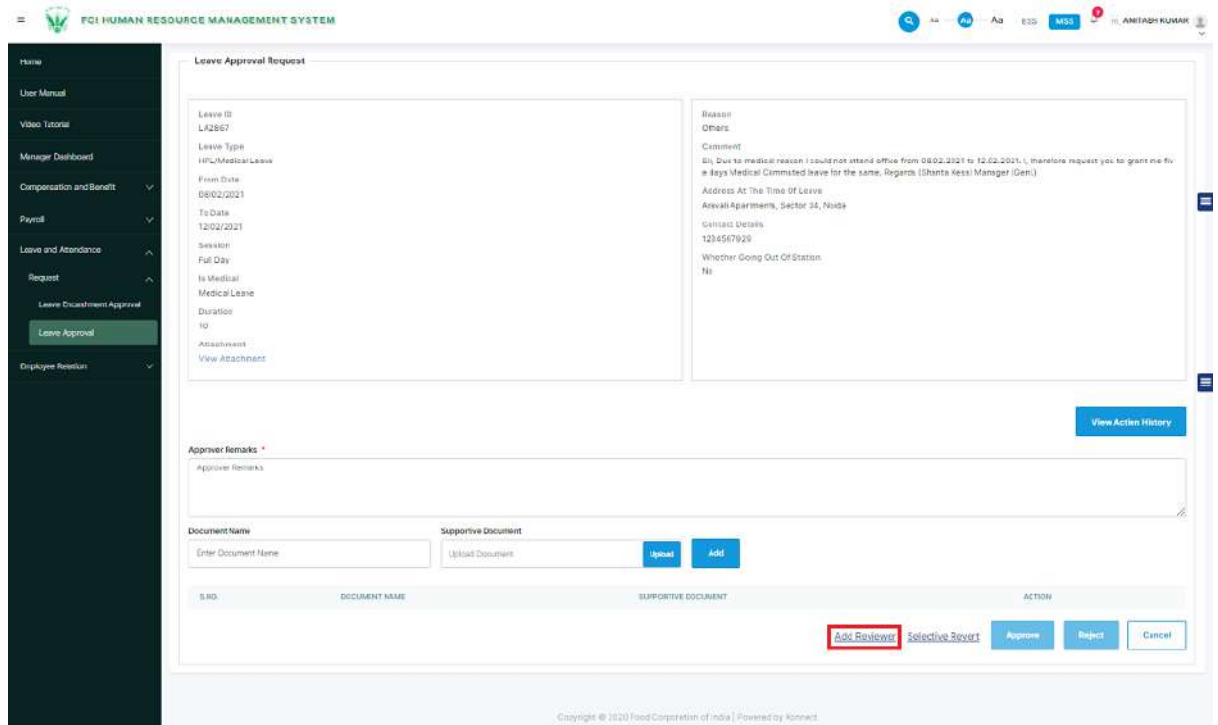


Figure 5-50: Initiate Add Reviewer

As the user clicks on Add Reviewer link as shown in Figure 5-47, then the user will navigate to the add reviewer detail page as shown in Figure 5-48
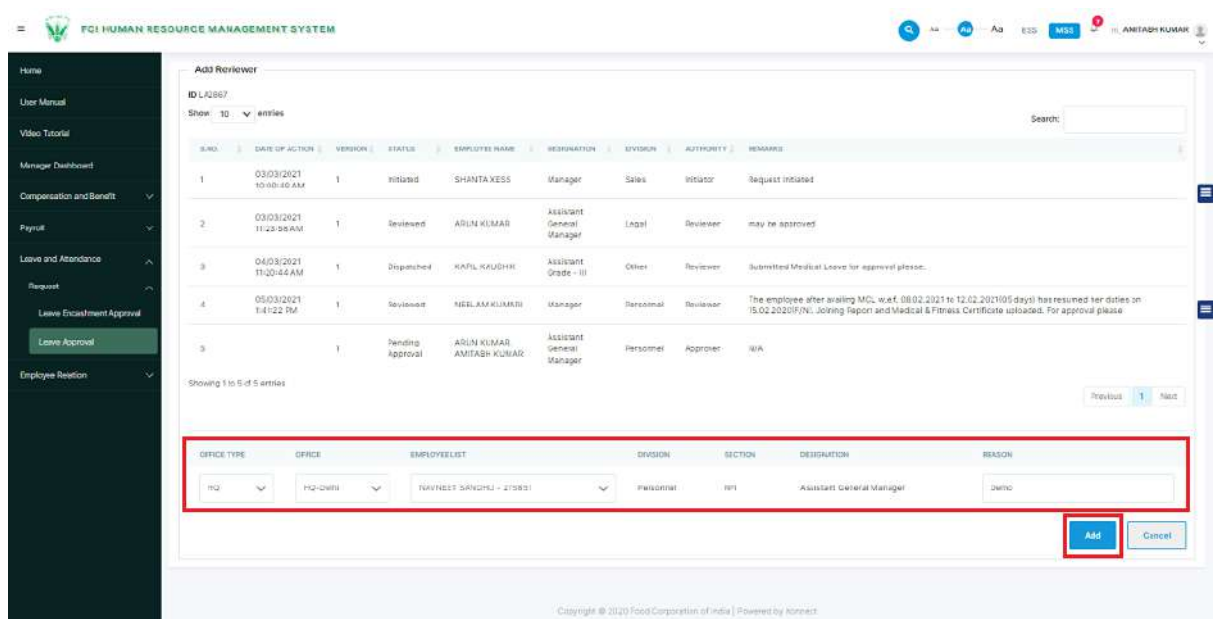


Figure 5-51: Add Reviewer

Enter the details of the concerned authority for clarification/recommendations and click

on **Add** button to add the concerned authority as an additional reviewer. On addition the competent authority for the application will receive a success message as shown in Figure 5-49
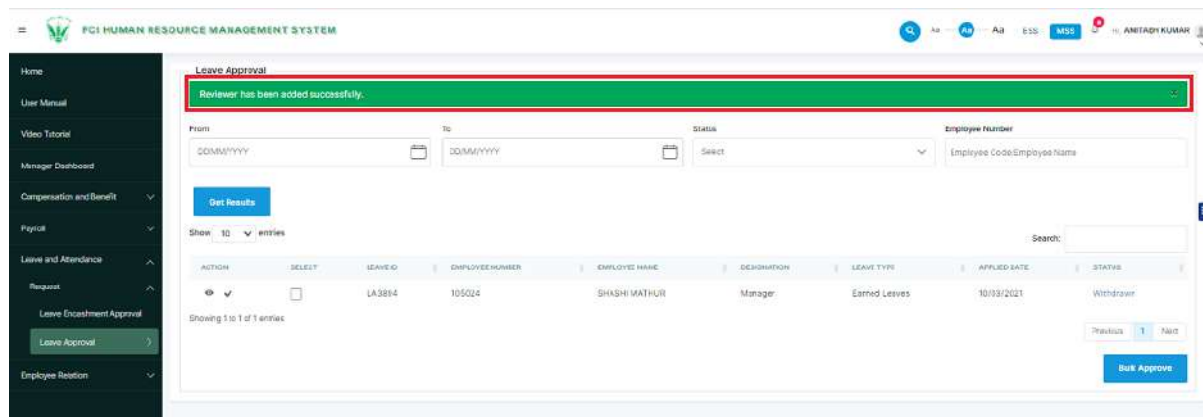


Figure 5-52: Reviewer Added Successfully

The success message will be displayed as:



Reviewer has been added successfully.

The concerned authority who has been added as an additional reviewer will receive the access and permissions of a reviewing authority for that particular request. Hence the additional reviewer will be able to either review or revert the request, such that on desired action the authority who added the additional reviewer will receive the decision along with recommendations which will get recorded in the action history for further perusal.

## 5.1.2. Selective Revert

Selective revert is the functionality by which competent authority can send back (Revert) the request to a specific authority who has already taken an action and is a part of the application review and approval process as per DoP. However, any authority who have been added as an additional reviewer will not able to perform this action. To revert the application to a previous authority click on select click on the Selective Revert link as shown below.
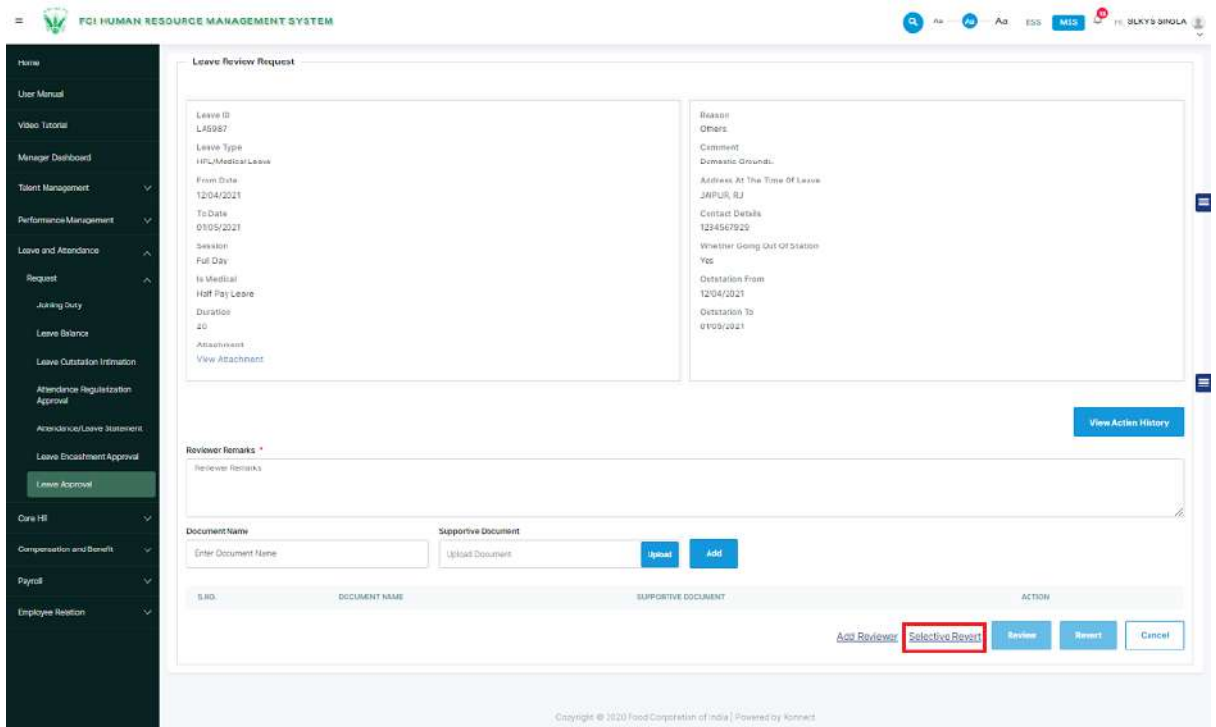
Figure 5-53: Initiate Selective Revert

The reviewing or approving authority will select the concerned user to whom the request is to be reverted as shown in Figure 5-51 and provide the remarks to justify the selective

revert and click on **Revert** button.
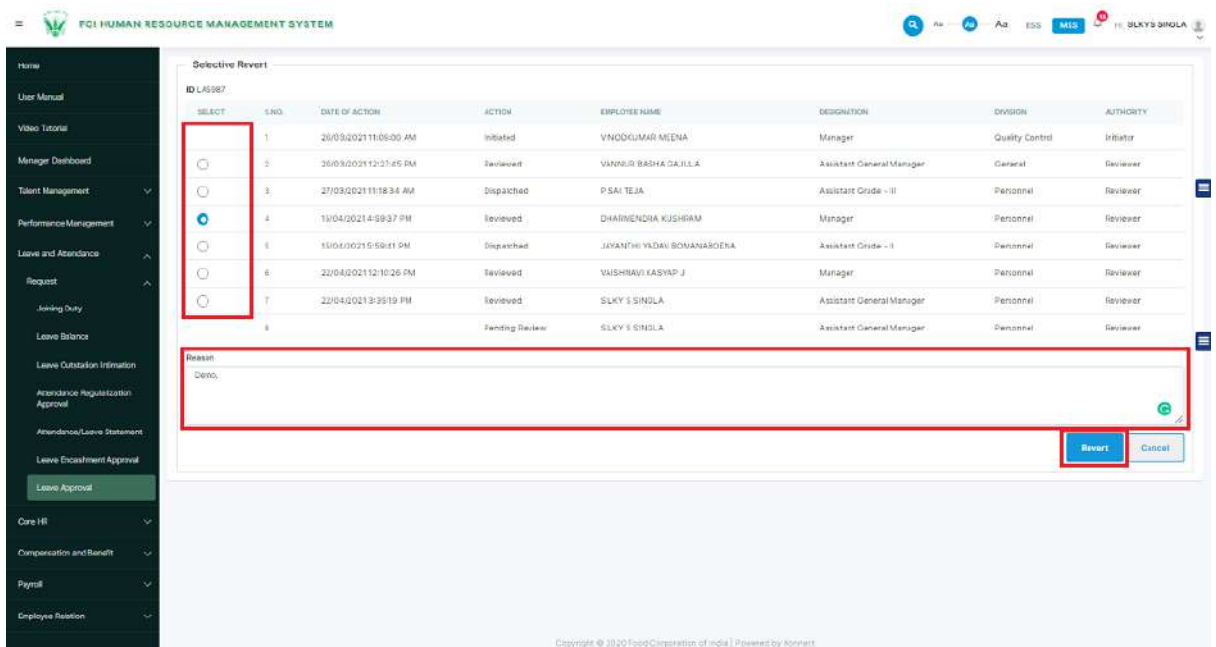


Figure 5-54: Selective Revert

On Click of revert the reviewing or approving authority will navigate to the landing page along with a success message as shown in Figure 4-52. Hence the application will be

pending for review with the selected authority for further perusal which will also reflect in action history.
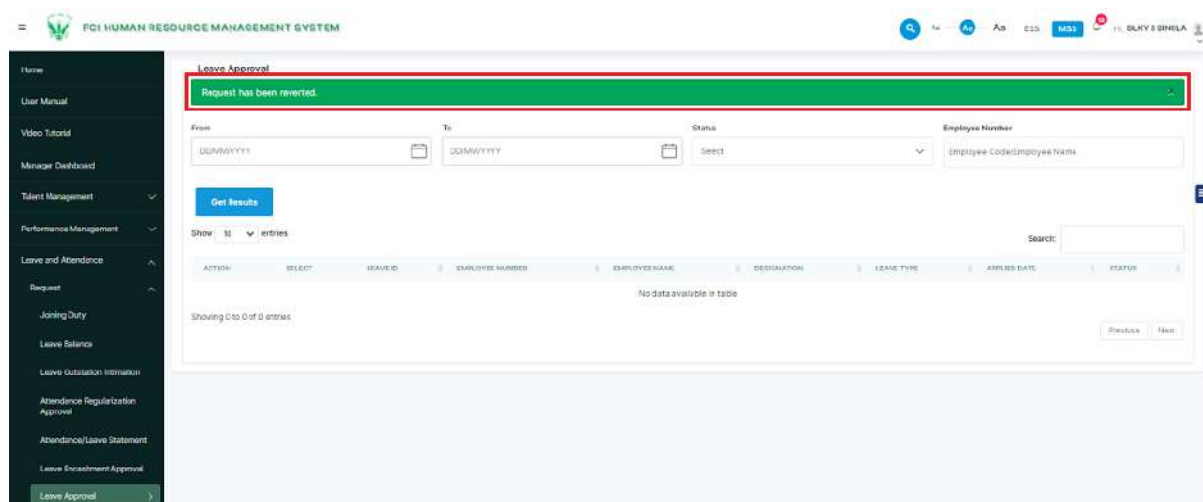


Figure 5-55: Selective Revert Successful

The success message will be displayed as:



## 6. Troubleshooting and Support

### 6.1. Error Messages

In reference to standard error messages that may appear in the application with respect to user and internet settings, the following status codes may reflect:

| S.No. | Status Code | Description |
|-------|-------------|-------------|
| 1 | 100 Continue | Only a part of the request has been received by the server, but as long as it has not been rejected, the client should continue with the request. |
| 2 | 200 OK | The request is OK. |
| 3 | 201 Created | The request is complete, and a new resource is created |
| 4 | 202 Accepted | The request is accepted for processing, but the processing is not complete. |
| 5 | 203 Non-authoritative Information | The information in the entity header is from a local or third-party copy, not from the original server. |
| 6 | 204 No Content | A status code and a header are given in the response, but there is no entity-body in the reply. |
| 7 | 205 Reset Content | The browser should clear the form used for this transaction for additional input. |
| 8 | 206 Partial Content | The server is returning partial data of the size requested |
| 9 | 301 Moved Permanently | The requested page has moved to a new url. |

| 10 | 307 Temporary Redirect | The requested page has moved temporarily to a new url. |
|---|---|---|
| 11 | 400 Bad Request | The server did not understand the request. |
| 12 | 401 Unauthorized | The requested page needs a username and a password. |
| 13 | 403 Forbidden | Access is forbidden to the requested page. |
| 14 | 404 Not Found | The server cannot find the requested page. |
| 15 | 405 Method Not Allowed | The method specified in the request is not allowed. |
| 16 | 406 Not Acceptable | The server can only generate a response that is not accepted by the client. |
| 17 | 408 Request Timeout | The request took longer than the server was prepared to wait. |
| 18 | 409 Conflict | The request could not be completed because of a conflict. |
| 19 | 410 Gone | The requested page is no longer available. |
| 20 | 415 Unsupported Media Type | The server will not accept the request, because the mediatype is not supported. |
| 21 | 500 Internal Server Error | The request was not completed. The server met an unexpected condition. |
| 22 | 501 Not Implemented | The request was not completed. The server did not support the functionality required. |
| 23 | 502 Bad Gateway | The request was not completed. The server received an invalid response from the upstream server. |
| 24 | 503 Service Unavailable | The request was not completed. The server is temporarily overloading or down. |
| 25 | 504 Gateway Timeout | The gateway has timed out. |
| 26 | 505 HTTP Version Not Supported | The server does not support the "http protocol" version. |

**Table 6.1: HTTP Status Error Codes**

## 6.2. Frequently Asked Question

This section shall address some of the frequently asked questions which may arise in the HRMS application under different circumstances as mentioned in Table 5-2

| S.No | Circumstance | Next Step |
|---|---|---|

| 1 | Unable to Login to HRMS application | Please contact the nodal officer in the HRMS application who shall crosscheck the roles and permissions assigned in the User Management module. In case roles are assigned and the issue persists then please drop an email along with the employee number, employee name and office to hrmssupport.fci@gov.in |
|---|---|---|
| 2 | I am able to access the HRMS application but unable to access respective menu links | Please contact the nodal officer in the HRMS application who shall crosscheck the roles and permissions assigned in the User Management module. In case roles are assigned and the issue persists then please drop an email along with the employee number, employee name and office to hrmssupport.fci@gov.in |
| 3 | I am unable to see my profile information in HRMS application | Please contact the nodal officer, whether the data for the concerned employee has been migrated to HRMS application or not. If the data has not been migrated, then kindly fill the required form and submit. The information for the employee shall be visible in the HRMS within 2 working days. In case the issue persists then please drop an email along with the employee number, employee name and office to hrmssupport.fci@gov.in |
| 4 | I am unable to submit a request due to "Bad API Error" | Please contact the nodal officer in the HRMS application who shall crosscheck the roles and permissions assigned in the User Management module. In case roles are assigned and the issue persists then please drop an email along with the employee number, employee name and office to hrmssupport.fci@gov.in |
| 5 | I am unable to submit a request due to "Unauthorized Access Error" | Please contact the nodal officer in the HRMS application who shall crosscheck the roles and permissions assigned in the User Management module. In case roles are assigned and the issue persists then please drop an email along with the employee number, employee name and office to hrmssupport.fci@gov.in |
| 6 | I am unable to open the HRMS application in my web browser | Go to browser settings and clear the cache. Also to ensure the issue is resolved, please type %TEMP% using the run command to delete all cookies permanently. If the issue persists, then contact the nodal officer in the HRMS application who shall crosscheck the roles and permissions assigned in the User Management module. In case roles are assigned and the issue persists then please drop an email along with the employee number, employee name and office to hrmssupport.fci@gov.in |
| 7 | I am unable to upload the documents in the HRMS application | Kindly check the file size as the HRMS application restricts document attachment till 5 MB (Except for Service Book). Also ensure that either .pdf or .jpeg files are uploaded as these are only supported. If the issue still persists then please drop an email along with the employee number, employee name and office to hrmssupport.fci@gov.in |
| 8 | I am a competent authority but unable to see the review or approval icon in my listing | Please contact the nodal officer in the HRMS application who shall crosscheck the roles and permissions along with the process workflow assigned in the User Management module. In case roles are assigned and the issue persists then please drop an email along with the employee number, employee name and office to hrmssupport.fci@gov.in |

| 9 | Unable to open HRMS application in web browser | Please note that the HRMS application is compatible with the following browsers only: <ul><li>Internet Explorer 11 and above</li><li>Google Chrome ver. 44 and above</li><li>Mozilla Firefox ver. 48 and above</li><li>Safari Browser ver. 5.1.7 and above</li></ul> In case the issue persists then please drop an email along with the employee number, employee name and office to hrmssupport.fci@gov.in |
|---|---|---|
| 10 | Unable to install the HRMS mobile application in Android/iOS mobile | Please note that the HRMS application is compatible with the following mobile OS versions: <ul><li>Android KitKat (Ver. 4.4) and above</li><li>IOS 12 and above</li></ul> In case the issue persists then please drop an email along with the employee number, employee name and office to hrmssupport.fci@gov.in |
| 11 | I am unable to see the required information in the dropdowns and filters of HRMS application | The issue that the intended information is not available for data entry might be because: <ul><li>Permission or Role not assigned for the employee.</li><li>Information has not been migrated into the HRMS application</li><li>Information has been modified after scheduled maintenance of HRMS application</li></ul> Please contact the nodal officer in the HRMS application who shall crosscheck the roles and permissions along with the process workflow assigned in the User Management module. In case roles are assigned and the issue persists then please drop an email along with the employee number, employee name and office to hrmssupport.fci@gov.in |
| 12 | Information visibility as per organization hierarchy | Employee posted in HQ shall be able to view the information of all employees posted in different FCI offices till DO level. However an employee posted in a ZO would only be able to view the details of all ROs and Dos falling within that zone. Similarly an employee posted in the RO office would only be able to access the information of all Dos falling within that RO. Finally a specific DO employee would only be able to see the information pertaining to the respective DO itself. Please crosscheck with the nodal officer in the HRMS application who shall crosscheck the roles and permissions along with the process workflow assigned in the User Management module. In case roles are assigned and the issue persists then please drop an email along with the employee number, employee name and office to hrmssupport.fci@gov.in |
| 13 | I am unable to generate an eSign or apply digital signature as a competent authority | Please send an email along with the employee number, employee name and office to hrmssupport.fci@gov.in as eSign/Digital Signature credentials and any technical discrepancies related to the same shall be fixed. |

| 14 | Unable to export or print the information in the HRMS Application | Please ensure that MS Office with latest updates is installed in the system and print settings are set to "Default". In case the issue persists then please drop an email along with the employee number, employee name and office to hrmssupport.fci@gov.in |
|---|---|---|
| 15 | Biometric device is unable to recognize employee fingerprint. | To ensure that the employee does not lose any attendance, the HRMS application provides the "Attendance Regularization" feature via which attendance can be modified to "Present Status" based on the request made by the employee. However, in case the issue persists, then kindly contact the nodal officer for resetting the fingerprint and initiate a fresh fingerprint registration using the biometric device w.r.t. the employee number. In case the approach does not work, then kindly drop an email along with the employee number, employee name and office to hrmssupport.fci@gov.in |
| 16 | The leave details in the HRMS application is incorrect | There can be circumstances that the migrated information from Service Book to HRMS application might be incorrect or undefined under rare circumstances. However, in such cases the "Leave Updation" process provided by the HRMS application shall allow the Personnel Division to update the Leave balance of the employee. In case the approach does not work, then kindly drop an email along with the employee number, employee name and office to hrmssupport.fci@gov.in |
| 17 | Unable to generate MPIN for HRMS Mobile Application | Please crosscheck your mobile number that has been provided during the migration of information as the HRMS mobile application would verify the user based on SMS using OTP. In case the details are correct and the issue persists, then kindly drop an email along with the employee number, employee name, mobile number and office to hrmssupport.fci@gov.in |
| 18 | Unable to view my scanned service book in HRMS application | There can be circumstances that the migrated information and the scanned service book have not been linked in the HRMS during data migration. If so then kindly drop an email along with the employee number, employee name, mobile number and office to hrmssupport.fci@gov.in |
| 19 | I have setup a new DOP, but it is not reflecting in the system. | Please contact the nodal officer in the HRMS application who shall crosscheck the roles and permissions assigned in the User Management module. In case roles are assigned and the issue persists then please drop an email along with the employee number, employee name and office to hrmssupport.fci@gov.in |
| 20 | I have lost/damaged my mobile or PC. | In the event an employee has lost his mobile or damaged the PC, then the event is to be immediately informed to hrmssupport.fci@gov.in, so that the user profile could be made inactive preventing unauthorized access and protect sensitive information related to FCI work procedures. |

**Table 6.2: Troubleshooting and Next Steps**

- Issues identified and formally received shall be addressed swiftly as per the support matrix.
- Corrections and improvements to the HRMS application shall be disbursed based on application updates which shall be performed during system maintenance, to ensure employees can work during the operating hours.

- HRMS mobile application shall receive regular updates only in the event of any reported issues which have been fixed.

## 7. 6 Helpdesk

Please contact us on: support-hrms@kelltontech.com for more information/help.